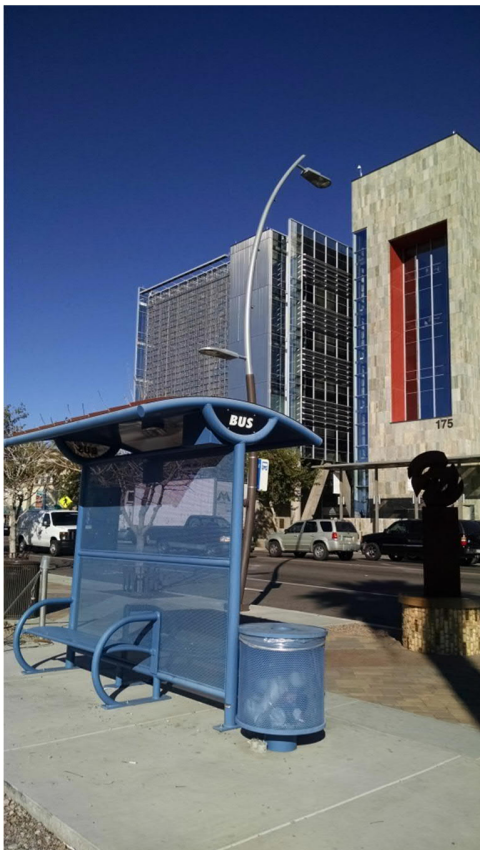
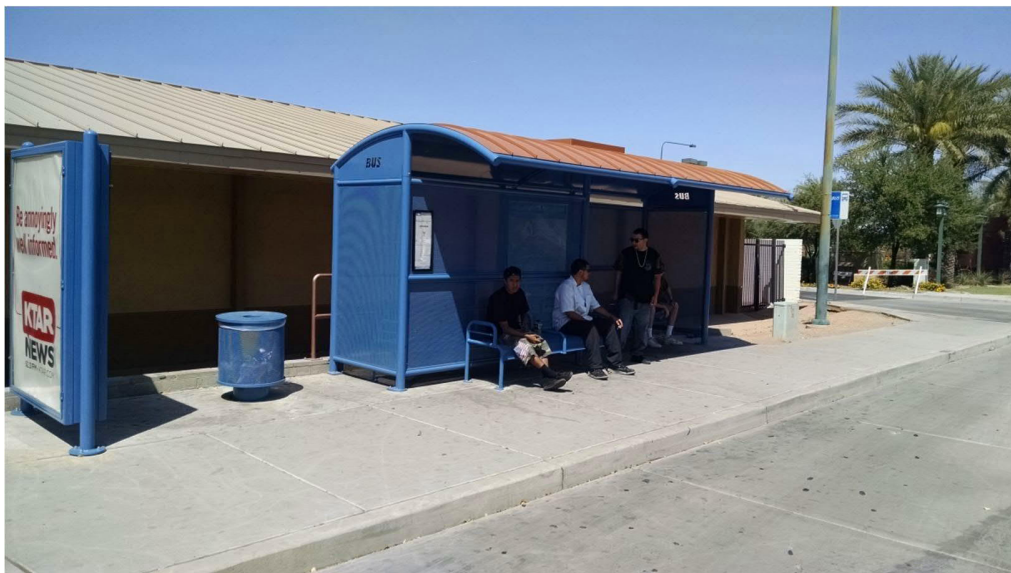

Title VI Implementation Plan for Transit Services



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Title VI Policy Statement

The City of Chandler policy assures full compliance with Title VI of the Civil Rights act of 1964, the Restoration Act of 1987, section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 (ADA), and related statutes and regulations in all programs and activities. Title VI states that “no person shall on the grounds of race, color, national origin, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination” under any City of Chandler sponsored program or activity. There is no distinction between the sources of funding.

The City of Chandler also assures that every effort will be made to prevent discrimination through the impacts of its programs, policies and activities on minority and low-income populations. Furthermore, the City of Chandler will take reasonable steps to provide meaningful access to services for persons with limited English proficiency.

When the City of Chandler distributes Federal-aid funds to another entity/person, the City of Chandler will ensure all subrecipients fully comply with City of Chandler Title VI Nondiscrimination Program requirements. The City Manager has delegated the authority to Jason Crampton, Title VI Program Coordinator, to oversee and implement FTA Title VI requirements.


Marsha Reed, Acting City Manager

Title VI Notice to the Public

Notifying the Public of Rights Under Title VI City of Chandler

The City of Chandler operates its programs and services without regard to race, color, national origin or disability in accordance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 (ADA). Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Chandler.

For more information on the City of Chandler's civil rights program, and the procedures to file a complaint, contact Jason Crampton at 480-782-3402, (people with hearing impairments can use Arizona Relay by dialing 7-1-1); email Jason.crampton@chandleraz.gov; or visit our administrative office at 215 E. Buffalo St. For more information, visit www.chandleraz.gov/transit

A complainant may file a complaint directly with the City of Phoenix Public Transit Department or the Federal Transit Administration (FTA) by filing a complaint directly with the corresponding offices of Civil Rights: City of Phoenix Public Transit Department: ATTN: Title VI Coordinator, 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN: Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590

If information is needed in another language, contact 480-782-3300. Para información en Español, llame: Jason Crampton, 480-782-3402

Title VI Notice to the Public -Spanish

Aviso al Público Sobre los Derechos Bajo el Título VI City of Chandler

La Ciudad de Chandler (y sus subcontratistas, si cualquiera) asegura cumplir con el Título VI de la Ley de los Derechos Civiles de 1964, Sección 504 de la Ley de Rehabilitación de 1973 y La Ley de ciudadanos Americanos con Discapacidades de 1990 (ADA). El nivel y la calidad de servicios de transporte serán provistos sin consideración a su raza, color, o país de origen.

Para obtener más información sobre la Ciudad de Chandler's programa de derechos civiles, y los procedimientos para presentar una queja, contacte Jason Crampton, 480-782-3402, (las personas con discapacidades auditivas puedan marcar 7-1-1); o visite nuestra oficina administrativa en 215 E. Buffalo St. Para obtener más información, visite www.chandleraz.gov/transit

El puede presentar una queja directamente con City of Phoenix Public Transit Department o Federal Transit Administration (FTA) mediante la presentación de una queja directamente con las oficinas correspondientes de Civil Rights: City of Phoenix Public Transit Department: ATTN Title VI Coordinator 302 N. 1st Ave., Suite 900, Phoenix AZ 85003 FTA: ATTN Title VI Program Coordinator, East Building, 5th Floor –TCR 1200 New Jersey Ave., SE Washington DC 20590

The above notice will be posted in the following locations: Transportation and Development Building, 215 E. Buffalo St.; Chandler Park and Ride, 2100 S. Hamilton St.; Chandler Transit Center, 3334 W. Frye Rd.

This notice is posted online at www.chandleraz.gov/transit

Title VI Complaint Procedures

The City of Chandler contracts with Valley Metro to provide all transit service in Chandler. The City relies on Valley Metro customer service to process and investigate Title VI complaints. See the below Valley Metro Title VI Complaint Procedures.

TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he have been discriminated against on the basis of race, color, or national origin by Valley Metro or our transit service provider may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form^[1] or by calling Valley Metro's Customer Service. All complaints are logged into Valley Metro's Customer Assistance System (CAS) and will be investigated according to federal standards.

Valley Metro's Title VI Complaint Form (English and Spanish) is located on our website: (http://www.valleymetro.org/about_valleymetro/civil_rights_policy_statement). The form is available in both English and Spanish. Complaints can also be filed by contacting Valley Metro's Customer Service at:

Email: csr@valleymetro.org

Phone: (602) 253-5000

TTY: (602) 251-2039

Valley Metro has 30 days to investigate each complaint. If more information is needed to resolve the case, Valley Metro may contact the complainant. Following the investigation of the complaint, a possibility of two letters will be sent to the complainant: a closure letter or a letter of finding. A closure letter states that there was not a Title VI violation; therefore, the case will be closed. A letter of finding states that there was a Title VI violation and explains what corrective action will be taken to remedy the situation. A complainant can appeal the decision within 60 days of receiving the letter. All appeals must be submitted to Valley Metro Customer Service.

PROCEDURES FOR TRACKING AND INVESTIGATING TITLE VI COMPLAINTS

TRACKING

- Complaint comes in and is logged into the CAS system.
- The Customer Service Administrator sends the complaint to the cities/transit provider for investigation and documentation within 24 hours.
- Complaint is returned to the Customer Service Administrator to ensure the information is complete and closes the complaint.
- Each cities administrator audits the complaints as well to ensure they meet the guidelines for Title VI.
- The administrator reviews an outstanding weekly report identifying outstanding complaints. During the review process the administrator will send out notifications to the agency and a copy to the

relevant city to remind the entity that the complaint is not yet resolved or closed out. This process is reinitiated each week to ensure timely compliance.

- The administrator audits all completed Title VI complaints to check for accuracy and has complaint reopened by Customer Service administrator and sent back if not completed accurately.

INVESTIGATING

Each documented Title VI investigative report must address each of the “Seven Federal Investigative” steps found in 28 CFR, Part 35 and FTA Circular 4702.1A. The seven steps are as follows:

STEP ONE: Summary of the complaint

- Completed by the Regional Services Customer Relations staff

STEP TWO: Statement of issues

- List every issue derived from the complaint summary
- Include questions raised by each issue
 - Who?
 - What?
 - When?
 - Where?
 - How?
- Add new issues that surface during investigation
- Final list of issues becomes outline for investigation

STEP THREE: Respondent’s reply to each issue

- Obtain information from each respondent, listen to each tape, review each document
- All staff will document information collected in the customer contact (respondent area).
- After all respondent information is documented
 - Complete the documentation (remaining steps)
 - Determine the action taken
 - Follow up with the customer.

Note: “Respondent” is not confined to the transit vehicle operator. “Respondent” is defined as any source of information that can contribute to the investigation, such as:

- Operator (Interview / History)
- Radio/Dispatch/OCC reports
- GPS tracking software & programs
- Maintenance (Staff / Records)
- City Transit staff
- Witnesses
- Complainant (Interview / History)
- Spotter reports
- Video (camera) and/or audio recordings
- Courtesy cards
- Incident reports (supervisor, transit police, fare/security inspectors)
- Other transit employees
- Route history

STEP FOUR: Findings of fact

- Investigate every “issue” (stated in the “statement of issues noted in step two)
- Separate facts from opinions

STEP FIVE: Citations of pertinent regulations and rules

- Develop list of all regulations, rules, policies, and procedures that apply to the investigation
 - Title VI requirements
 - Company rules & procedures
 - Valley Metro policies & service standards

STEP SIX: Conclusions of law

- Compare each fact from “findings of fact” to the list of regulations, rules, etc.
- Make decision on whether violation(s) occurred
- List of violations becomes “conclusions of law”

STEP SEVEN: Description of remedy for each violation

- Specific corrective actions for each violation found
- Include plans for follow-up checks
- Do not conclude report with “no action taken”
- If no violations found, conclude the report in a positive manner
 - Review of policies & procedures
 - Review of Title VI provisions

Response to Customer:

- Detailed summary of conversation with customer
- Copy of letter to customer

Action Taken:

- Must include specific corrective action for each violation found
- Include a follow-up action plan
- If no violations found, note policies, procedures, etc. reviewed with operator
- Never state “no action taken”
- Documented information should always include initials & dates

Title VI Complaint Form

TITLE VI COMPLAINT FORM

Any person who believes that he or she has been discriminated against by Valley Metro or any of its service providers, and believes the discrimination was based upon race, color or national origin may file a formal complaint with Valley Metro Customer Service.

Please provide the following information to process your complaint. Alternative formats and languages are available upon request. You can reach Customer Service at (602) 253-5000/TTY: (602) 251-2039, or email at csr@valleymetro.org.

Section I: Customer Information

Name:

Address:

City:

State:

Zip:

Work Phone:

Home Phone:

Cell Phone:

Email Address:

Section II: Incident Information

Date of Incident:

Time of Incident:

AM/PM

City:

Incident Location:

Direction of Travel:

Route #:

Bus/Light Rail #:

Service Type:

☐ Local

☐ LINK

☐ Express/RAPID

☐ Light Rail

☐ Circulator/Connector

☐ Dial-a-Ride

Operator Name:

Operator Description:

What was the discrimination based on? (Check all that apply)

☐ Race

☐ Color

☐ National Origin

☐ Limited English Proficiency

☐ Other:

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Have you filed this complaint with the Federal Transit Administration?

☐ Yes

☐ No

If yes, please provide information about a contact person at the Federal Transit Administration where the complaint was filed.

Name:

Title:

Address:

Telephone:

Have you previously filed a Title VI complaint with this agency?

☐ Yes

☐ No

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature

Date

602.253.5000
TTY: 602.251.2039
valleymetro.org



RPT2143

FORMA DE QUEJAS DEL TITULO VI

Cualquier persona que crea que ha sido discriminada basándose en su raza, color u origen nacional por Valley Metro o sus proveedores de servicio puede registrar una queja del Título VI con el Servicio al Cliente de Valley Metro.

Por favor provea la siguiente información necesaria para que se procese su queja. Hay formatos e idiomas alternos disponibles si se solicitan. Llene esta forma y envíela por correo postal a o entréguela en: Regional Public Transportation Authority, 4600 E. Washington St., Suite 101, Phoenix, Arizona 85034. Usted puede comunicarse con el Servicio al Cliente llamando al (602) 253-5000/TTY: (602) 251-2039, ó por correo electrónico en csr@valleymetro.org.

Sección I: Información del Cliente

Nombre:

Domicilio:

Ciudad:

Estado:

Código Postal:

Teléfono del Trabajo:

Teléfono del Hogar:

Teléfono Celular:

Domicilio Electrónico:

Sección II: Información del Incidente

Fecha del Incidente:

Hora del Incidente:

AM/PM

Ciudad:

Ubicación del Incidente:

Dirección de Viaje:

de Ruta:

de Autobús/Tren Ligero:

Tipo de Servicio:

☐ Local

☐ LINK

☐ Express/RAPID

☐ Tren Ligero

☐ Circulador/Connector

☐ Dial-a-Ride

Nombre del/la Conductor/a:

Descripción del/la Conductor/a:

¿En qué se basó la discriminación? (Marque todo lo que sea aplicable)

☐ Raza

☐ Color

☐ Origen Nacional

☐ Dominio Limitado del Inglés

☐ Otro:

Explique tan claramente como sea posible lo que sucedió y por qué cree usted que se le discriminó. Describa a todas las personas que estuvieron involucradas. Incluya el nombre y la información de contacto de la/s persona/s que le discriminó/aron a usted (si los sabe), así como los nombres y la información de contacto de cualquier testigo. Si necesita más espacio, por favor use el reverso de esta forma.

¿Ha usted registrado esta queja con la Administración Federal de Tránsito?

☐ Sí

☐ No

Si contestó sí, por favor provea información sobre la persona de contacto en la Administración Federal de Tránsito donde se registró la queja:

Nombre:

Título:

Domicilio:

Teléfono:

¿Ha usted registrado previamente una queja del Título VI con esta agencia?:

☐ Sí

☐ No

Usted puede adjuntar cualquier material por escrito o cualquier otra información que crea que sea relevante a su queja.

Se requieren la firma y la fecha abajo:

Firma

Fecha

valleymetro.org
602.253.5000
TTY: 602.251.2039



Title VI Investigations, Complaints, and Lawsuits

This form will be submitted annually. If no investigations, lawsuits, or complaints were filed, a blank form will be submitted.

Over the past three years, the following Title VI complaints were received relating to bus service in Chandler:

Complaint Number	Incident Date	Primary Category	Subcategory	Action Taken
168328	2/21/2012	Operator	Discrimination	Per information provided by customer and investigation conducted, correct operator could not be identified. No action could be taken.
176499	6/19/2012	Operator	Attitude (operator)	Video reviewed and no evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
183235	9/11/2012	Operator	Discrimination	No evidence of discrimination could be determined based on investigation. Issue addressed with operator per company policy.
201716	4/30/2013	Operator	Policy (operations)	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
206884	7/1/2013	Operator	Discrimination	Video was reviewed and no evidence of discrimination could be found. No action could be taken.
212885	9/5/2013	Unmapped Categories or Undefined Categories	Discrimination	Report of potential discrimination by a third party fare vendor. No action could be taken.
225989	1/28/2014	Operator	Discrimination	Video was requested; however, there was no recording available for the date and time of the reported incident. Therefore, there was insufficient evidence to determine if discrimination took place. No action could be taken.

City of Chandler Public Participation Plan



The City of Chandler is engaging the public in its planning and decision-making processes, as well as its marketing and outreach activities. The public will be invited to participate in the process whether through public meetings or surveys.

As an agency receiving federal financial assistance, the City of Chandler made the following community outreach efforts over the past three years. Documentation on each of these public outreach efforts is included in Attachment 1: Public Outreach Efforts.

1. BUS SERVICE IMPROVEMENTS

When the State of Arizona restored transit funding to Arizona municipalities, the City of Chandler had the opportunity to make significant enhancements to its transit system. The City of Chandler solicited public feedback on potential enhancements by holding a public meeting (August 21, 2012) and requesting comments via an online survey and by telephone and email. There were also public feedback opportunities when the Chandler Transportation Commission and City Council considered these service enhancements.

2. PRICE ROAD BUS SERVICE

In conjunction with Valley Metro, the City of Chandler conducted public outreach on a proposed modification to Route 96 that resulted in a one-mile segment of the bus route being shifted approximately ½ mile west to Price Rd. Four bus stops were eliminated but 14 bus stops were added and new employment centers were served. Chandler Staff conducted in-depth ridership analysis to verify low usage of the 4 stops being eliminated. Chandler and Valley Metro held a public meeting (April 15, 2014) in Chandler where Chandler staff provided a presentation and led a discussion to gain public feedback. Valley Metro held a Title VI-Compliant Public Hearing as well. City of Chandler posted bilingual notices on bus stop signs notifying passengers of potential changes and providing information on public meetings and other means of providing feedback. Valley Metro provided on-board notices of potential changes and feedback opportunities. The City of Chandler and Valley Metro each accepted public comments online as well. There were also public feedback opportunities when the Chandler Transportation Commission and City Council considered this service change. The City of Chandler considered all this feedback (many more comments in favor of proposed changes than against proposed changes) before making the decision to implement this service change.

3. NON-ADA DIAL-A-RIDE FARE INCREASE

In 2013, the City of Chandler hosted a series of public meetings to gain resident feedback on proposed fare increases to non-ADA Dial-A-Ride. City staff gave presentations and led discussions at these meetings. Meetings were held on April 15, April 16 and April 17 at three different locations spread throughout the City. Additionally, on September 9, 2013, the City hosted a public meeting and gave a presentation to residents informing them of the fare changes and reservation policy changes that had been approved and were going to be implemented in the Fall. Valley Metro assisted with public outreach efforts by sending letters to non-ADA Dial-A-Ride passengers, informing them of proposed changes, and soliciting feedback.

4. MINOR SERVICE MODIFICATIONS

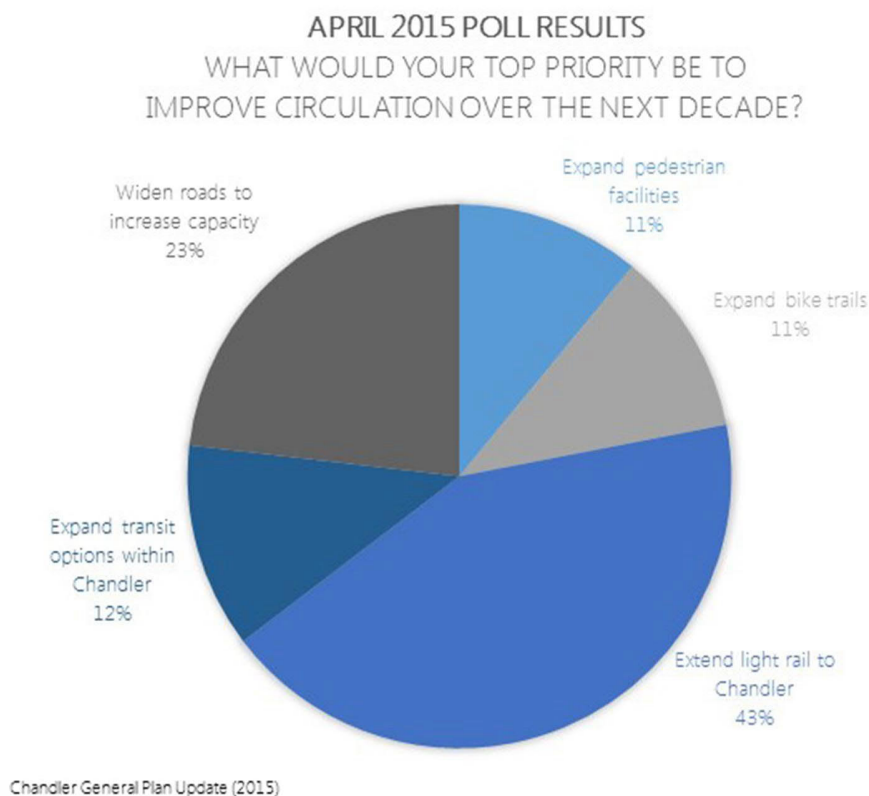
Chandler has worked with Valley Metro to gain public feedback on minor service changes such as making minor service enhancements. City of Chandler posts bilingual notices on bus stop signs notifying passengers of potential changes and providing information on public meetings and other means of providing feedback. Valley Metro provides on-board notices of potential changes and feedback opportunities.

5. SOUTHEAST VALLEY TRANSIT SYSTEM STUDY

This regional study included a major public outreach effort, which included attendance at 23 events, coverage in local media, and social media outreach. Throughout the public outreach period, a survey was conducted. 1,170 people responded to the survey, including approximately 75 Chandler residents. Public feedback gained through the survey was an integral component of the formation of planning strategies and recommendations for future transit service in the region.

6. CHANDLER GENERAL PLAN UPDATE

The General Plan Update includes a major public outreach strategy. As a part of the public outreach, the General Plan Update has solicited and gained a high degree of public feedback on transportation and transit. The chart below shows the results of a survey conducted as part of the General Plan Update:



Note: There were 82 respondents to this poll.

Additionally, regular ‘VisionFest’ public meetings have been held to gain public feedback. One meeting focused on the North Arizona Avenue Corridor and future high capacity transit.

7. BUS STOP CHANGES/ CLOSURES

The City of Chandler posts bilingual notices at bus stops for upcoming service changes, temporary stop closures, or bus stop relocations.

8. VALLEY METRO PUBLIC PARTICIPATION PLAN

As the operator for all Chandler funded transit service, Valley Metro plays an important role in the public outreach for transit planning and service changes in Chandler. The Valley Metro Public Participation Plan is attached.

Future Public Outreach Activities

In the upcoming year the City of Chandler will make the following community outreach efforts:

9. FIESTA DOWNTOWN CHANDLER TRANSIT CORRIDOR STUDY (FDCTCS)

The FDCTCS will analyze Arizona Avenue’s long-term potential as a high-capacity transit corridor, and will include near-, mid-, and long-term recommendations for transit and land use improvements to strengthen Arizona Avenue as a transit corridor.

Public involvement will be a critical component of the study. The project team has developed a Public Involvement Plan (included in Attachment 1). As a part of the public outreach, the study will do the following:

- Develop a list of stakeholders and hold one-on-one stakeholder meetings
- Engage community leaders
- Meet with key groups (neighborhood associations, religious organizations, civic groups, business groups, etc.)
- Conduct public meetings
- Conduct open houses
- Develop a web page and update throughout the course of the study
- Conduct online survey

10. CHANDLER GENERAL PLAN UPDATE

As the General Plan Update continues, the City will continue to gather public feedback, part of which will be focused on transit needs and long-term transit goals such as high-capacity transit.

11. OTHER OUTREACH

Additionally, as service changes are proposed, Chandler and/ or Valley Metro will conduct public outreach and hold public meetings to ensure public involvement is conducted before any changes are approved. Additionally, the City of Chandler will continue posting notices (in English and Spanish) at all bus stops for any actions that could affect service at that stop, including but not limited to: temporary stop closure, stop relocation, service change at affected stop, proposed service change at affected stop.

Public Meetings:

- (1) Public meetings are scheduled to increase the opportunity for attendance by stakeholders and the general public. This may include scheduling meetings during non-traditional business hours, holding more than one meeting at different times of the day or on different days, and checking other community activities to avoid conflicts.
- (2) When a public meeting or public hearing is focused on a planning study or program related to Chandler or the Southeast Valley, the meeting or hearing is held within Chandler or the Southeast Valley.
- (3) Public meetings are held in locations accessible to people with disabilities and are located near one or more transit routes.

Limited English Proficiency Plan

City of Chandler

Limited English Proficiency Plan



The City of Chandler has developed the following Limited English Proficiency (LEP) Plan to help identify reasonable steps to provide language assistance for LEP persons seeking meaningful access to City of Chandler services as required by Executive Order 13166. A Limited English Proficiency person is one who does not speak English as their primary language and who has a limited ability to read, speak, write, or understand English.

This plan details procedures on how to identify a person who may need language assistance, the ways in which assistance may be provided, training to staff, notification to LEP persons that assistance is available, and information for future plan updates. In developing the plan while determining the City of Chandler's extent of obligation to provide LEP services, the City of Chandler undertook a U.S. Department of Transportation four-factor LEP analysis which considers the following:

- 1) The number or proportion of LEP persons eligible in the City of Chandler service area who may be served or likely to encounter City of Chandler transit program, activities, or services;

According to the American Community Survey, 92.3% of Chandler residents speak English "very well". Approximately 5.1% of Chandler's population speaks Spanish and does not speak English "very well". Approximately 2.7% of Chandler's population speaks some other language and does not speak English "very well".

City of Chandler Limited English Proficiency Population

	Estimate	Percent of Total
Total City of Chandler Population	221,800	100.0%
Speak only English	170,735	77.0%
Speak Spanish:	29,311	13.2%
Speak English "very well"	18,085	8.2%
Speak English less than "very well"	11,226	5.1%
Speak other languages:	21,754	9.8%
Speak English "very well"	15,782	7.1%
Speak English less than "very well"	5,972	2.7%

Source: American Community Survey, 2013 – 5-year sample

These statistics show that there is a considerable amount of Spanish-speaking residents in Chandler that do not speak English "very well". While there are some speakers of other languages that do not speak English "very well", the combined number of all other languages is much less than Spanish speakers, indicating a much more significant need for

communication in English and Spanish and little communication needed in all other languages.

Valley Metro's Language Assistance Plan (Attachment 2) provides a broader and more in-depth analysis of the Phoenix metro area, which is relevant because many passengers of Chandler funded transit services are residents of other cities in the Phoenix metro area.

- 2) The frequency with which LEP individuals come in contact with City of Chandler transit services;

Approximately 4.7% of all workers speak Spanish but do not speak English very well. Approximately 2.6% of all workers speak some other language but do not speak English very well. However, only a small portion of these people rely on public transportation to get to work. Only 1.5% of Spanish speakers that don't speak English "very well" utilize public transportation for their work commute. Only 0.4% of speakers of other languages that don't speak English "very well" take public transportation to work. Of all workers that utilize public transportation to get to work, 6.5% are Spanish speakers that do not speak English "very well", and 0.9% of public transportation users speak another language and do not speak English "very well".

LEP Among Public Transportation Commuters in Chandler

	Estimate	Percent of Total Workers	Percent of Public Transportation Commuters
Total Workers in Chandler	120,470	100.0%	NA
Commuting by Public Transportation	1,347	1.1%	100.0%
Speak only English	1,017	0.8%	75.5%
Speak Spanish:	144	0.1%	10.7%
Speak English "very well"	56	0.0%	4.2%
Speak English less than "very well"	88	0.1%	6.5%
Speak other languages:	186	0.2%	13.8%
Speak English "very well"	174	0.1%	12.9%
Speak English less than "very well"	12	0.0%	0.9%

Source: American Community Survey, 2013 – 5-year sample

These results show a small but relevant Spanish-speaking population that uses the public transit system in Chandler that may need communication in Spanish. The number of speakers of other languages using the transit system is very low, indicating little need to provide communications in other languages.

Additionally, Valley Metro's Language Assistance Plan (Attachment 2) provides a broader analysis of the Phoenix metro area, which is relevant because many passengers of Chandler funded transit service are residents of other cities in the Phoenix metro area.

- 3) The nature and importance of the program, activities or services provided by the City of Chandler transit to the LEP population; and

The transit system is important to the LEP population, and communications regarding the transit system is equally important.

For this factor of the 4-factor analysis, Chandler is relying Valley Metro's analysis. See Attachment 2, Valley Metro Language Assistance Plan.

- 4) The resources available and overall costs to provide LEP assistance.

The City of Chandler funds transit service, which is operated by Valley Metro. Since Valley Metro is the sole operator of Chandler bus service, Chandler relies on Valley Metro to conduct the majority of communications with passengers of Chandler-funded bus service. Thus, the majority of the resources and costs associated with this outreach are outlined in Valley Metro's Language Assistance Plan (Attachment 2).

Language Assistance Plan

A statement in Spanish will be included in all public outreach notices. Every effort will be made to provide vital information to LEP individuals in the language requested.

The City of Chandler has multiple bilingual employees, including an employee in the Transit Services Division, that can assist Spanish-speaking residents. All notices posted at bus stops are in English and Spanish. When the City holds public meetings relating to transit, the City posts an advertisement in the local Spanish newspaper. Additionally, the City has bilingual staff available at the meeting.

Valley Metro is the operator for all Chandler-funded transit services, and thus, the City of Chandler relies on Valley Metro's assistance in reaching out to LEP individuals. See Attachment 2: Valley Metro Language Assistance Plan.

Non-elected Committees Membership Table

A subrecipient who selects the membership of transit-related, non-elected planning boards, advisory councils, or committees must provide a table depicting the membership of those organizations broken down by race. Subrecipients also must include a description of the efforts made to encourage participation of minorities on these boards, councils, and committees.

Table Depicting Membership of Committees, Councils, Broken Down by Race

Body	Non-Hispanic White	Hispanic/Latino	African American	Asian American	American Indian	Hawaiian/Pacific Islander	Non-Disclosed
City of Chandler Population	61.7%	21.9%	4.5%	8.1%	1.2%	0.2%	NA
Transportation Commission	71.4%	0%	14.3%	0%	0%	0%	14.3%

Chandler Population Source: 2010 Census

City Staff has established a Board and Commission Recruitment Plan outlining the City's approach to fill vacancies on the City's various Boards and Commissions, including the Transportation Commission. This Plan specifies that the City's outreach messages will include a statement that "Chandler is an equal opportunity organization that welcomes all residents to apply and engage in their community". Additionally, the Plan indicates that the City will advertise in Asian and Hispanic periodicals.

Although the Board and Commission Recruitment Plan is subject to amendment, the current version (as of September 2015) of the plan is provided in Attachment 3.

Monitoring for Subrecipient Title VI Compliance

City of Chandler does NOT monitor subrecipients for Title VI compliance.

Title VI Facility Equity Analysis

Since the City's last Title VI Program Update (2012), the City of Chandler has not constructed any facilities that meet the criteria for a facilities equity analysis.

Board Approval for the Title VI Program

The City of Chandler Transportation Commission recommended approval of Chandler's Title VI Program on September 17, 2015.

The Chandler City Council will take action on Chandler's Title VI Program on October 22, 2015.



Attachment 1: Public Outreach Efforts





News Release
For Immediate Release

**Communications and
Public Affairs**

Telephone
(480) 782-2222

Fax
(480) 782-2209

Website
www.chandleraz.gov

Mailing Address
Mail Stop 604
PO Box 4008
Chandler, Arizona 85244-4008

Location
Fifth Floor
175 South Arizona Avenue
Chandler, Arizona 85225

1. Bus Service Improvements

FOR IMMEDIATE RELEASE

August 1, 2012

Contact:

Jason Crampton
Transit Services Coordinator
(480) 782-3402

Jim Phipps
Public Information Officer
480-782-2225

Feedback needed on enhancements to Chandler bus service

Chandler, Ariz. – A public meeting will be held from 6 to 8 p.m., Tuesday August 21 in the City Council Chambers, 88 E. Chicago Street, to obtain community input on the use of Local Transportation Assistance Funds (LTAF) to enhance the City's existing transit services.

In 2012, the State of Arizona restored LTAF-II funds that had been swept by the State to help offset budget deficits. The funds are supported by Powerball Lottery earnings and were restored when a court ruled that the Legislature had no power to pass a bill that eliminated the Fund.

Restoration of LTAF-II translates to about \$400,000 per year for Chandler. The City is proposing to use the funds to add trips to four existing bus routes:

- **Route 96 (Dobson Road):** Extend one morning trip and two afternoon trips in each direction (six total trips) to the Snedigar Sportsplex in south Chandler.
- **Route 104 (Alma School Road):** Add 60-minute Saturday service and extend evening service until 9 p.m.
- **Route 112 (Arizona Avenue):**
 - Weekdays: Improve evening service levels from every 60 minutes to every 30minutes and add two northbound and three southbound trips.
 - Weekends: Extend evening service until 8:30 p.m. and add one northbound trip and two southbound trips on Saturdays and one northbound and one southbound trip on Sundays.
- **Route 542 (Express):** Add one round trip.

Following input from the public, a recommendation will be made to the Chandler Transportation Commission at their August 29 meeting and to the Mayor and Council in September. The proposed enhancements will take effect early next year. The public can provide input at the meeting or by e-mailing the City's Transit Office at transit@chandleraz.gov or by calling (480) 782-3442.





MEMORANDUM

Transportation & Development Department – Memo No. TN 13-01

DATE: AUGUST 1, 2012

TO: MAYOR AND COUNCIL

THRU: RICH DLUGAS, CITY MANAGER *[Signature]*
PAT MCDERMOTT, ASSISTANT CITY MANAGER *[Signature]*
R.J. ZEDER, TRANSPORTATION & DEVELOPMENT DIRECTOR *[Signature]*
DANIEL W. COOK, TRANSPORTATION MANAGER *[Signature]*

FROM: ANN MARIE RILEY, TRANSIT SERVICES COORDINATOR *[Signature]*

SUBJECT: PUBLIC INFORMATION MEETING ON PROPOSED ADDITIONS TO BUS SERVICE

The City of Chandler will have a Public Information Meeting to present information on proposed additions to Chandler's bus service and solicit public feedback. The possible service additions are a result of the reinstatement of Local Transportation Assistance Funds (LTAFII). This funding was withheld from cities beginning in 2010, but was just recently restored by the State. The information on the proposed additions to bus service was reviewed with the Transportation Commission on June 21 and the Council Subcommittee on June 27, 2012.

Public comment is sought regarding the use of these funds to add trips to 4 existing routes of bus service (attached). The meeting is scheduled on:

Tuesday, August 21, 2012
6:00 – 8:00 p.m.
Chandler City Council Chambers
88 E. Chicago Street, Chandler

Staff will review all the public comments and then bring a recommendation to the Transportation Commission on August 29 and then to Mayor and Council in September. The proposed additions could take effect the end of January 2013.

Attachment

cc: CAPA
Transportation Commission

Draft Staff Proposal for Service Additions

Route 96 (Dobson Rd.)

Extend 1 AM trip and 2 PM trips in each direction (6 total trips) to Snedigar

Route 104 (Alma School Rd.)

Add 60-minute Saturday service

Extend evening service until 9PM

Route 112 (Arizona Ave.)

Weekdays – Go from 60-minute frequency in evenings to 30-minutes

Adds 2NB and 3SB trips

Weekends – Extend evening service until 8:30PM

NB: Adds 1 trip Sat./Sun.

SB: Adds 2 trips Sat./ 1 trip Sun.

Route 542 (Express)

Add 1 round trip

City of Chandler

PUBLIC MEETING BUS SERVICE CHANGES



PUBLIC MEETING
Tuesday, August 21, 2012
6:00 – 8:00 p.m.
Chandler City Council Chambers
88 E. Chicago Street, Chandler

The City is soliciting public input on possible transit service additions resulting from the reinstatement of Local Transportation Assistance Funds (LTAF-II). This funding was withheld from cities beginning in 2010, but was recently restored by the State. Public comment is sought regarding the use of these funds to add trips to four existing bus routes. Visit www.chandleraz.gov/transit for proposed bus service additions.

For more detailed information and/or
to submit comments:

Visit: www.chandleraz.gov/transit

Call: (480) 782-3442

Email: transit@chandleraz.gov



City of Chandler

PUBLIC MEETING BUS SERVICE CHANGES

PUBLIC MEETING

Tuesday, August 21, 2012

6:00 – 8:00 p.m.

**Chandler City Council Chambers
88 E. Chicago Street, Chandler**



The City is soliciting public input on possible transit service additions resulting from the reinstatement of Local Transportation Assistance Funds (LTAF-II). This funding was withheld from cities beginning in 2010, but was recently restored by the State. Public comment is sought regarding the use of these funds to add trips to four existing bus routes. Visit www.chandleraz.gov/transit for proposed bus service additions.

For more detailed information
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PUBLIC MEETING BUS SERVICE CHANGES

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For more detailed information
and/or to submit comments:
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Call: (480) 782-3442
Email: transit@chandleraz.gov



CIUDAD DE CHANDLER

REUNIÓN DE INFORMACIÓN PÚBLICA CAMBIOS AL SERVICIO DE AUTOBÚS

REUNIÓN PÚBLICA

Martes 21 de agosto de 2012

6:00 – 8:00 p.m.

**Cámaras del Concilio de la Ciudad de Chandler
88 E. Chicago Street, Chandler**



La Ciudad está solicitando la opinión pública con respecto a posibles adiciones al servicio de transporte resultantes del restablecimiento de los Fondos de Asistencia al

Transporte Local (LTAF-II por sus siglas en inglés). Este financiamiento fue retenido de las ciudades a principios del año 2010, pero recientemente fue restaurado por el Estado. Se solicita el comentario público con respecto al uso de dichos fondos para agregar viajes a cuatro rutas existentes de autobús. Visite www.chandleraz.gov/transit para ver las adiciones propuestas al servicio de autobús.

Para información más detallada
y/o para presentar comentarios:
www.chandleraz.gov/transit
(480) 782-3402
transit@chandleraz.gov





CITY OF CHANDLER PROPOSED TRANSIT SERVICE ENHANCEMENTS COMMENT CARD

1. Which proposed service enhancements do you wish to comment on? (Check boxes)

Local Route: ☐ 96 Dobson Road ☐ 104 Alma School Road ☐ 112 Arizona Avenue

Express Route: ☐ 542 ☐ Other _____

2. Please write your comments below.

Name: (Optional) _____

Email: (Optional) _____

City of Chandler Public Meeting, August 21, 2012



CITY OF CHANDLER PROPOSED TRANSIT SERVICE ENHANCEMENTS COMMENT CARD

1. Which proposed service enhancements do you wish to comment on? (Check boxes)

Local Route: ☐ 96 Dobson Road ☐ 104 Alma School Road ☐ 112 Arizona Avenue

Express Route: ☐ 542 ☐ Other _____

2. Please write your comments below.

Name: (Optional) _____

Email: (Optional) _____

City of Chandler Public Meeting, August 21, 2012

2. Price Road Bus Service



MEMORANDUM

TRANSIT SERVICES - MEMO NO. TN14-09

DATE: MARCH 19, 2014

TO: MAYOR & COUNCIL

THRU: RICH DLUGAS, CITY MANAGER *RD*
MARSHA REED, ASSISTANT CITY MANAGER *MR*
R.J. ZEDER, TRANSPORTATION & DEVELOPMENT DIRECTOR *RJ*
DANIEL W. COOK, TRANSPORTATION MANAGER *DWC*

FROM: JASON CRAMPTON, TRANSIT SERVICES COORDINATOR

SUBJECT: BUS SERVICE ON PRICE RD.

Staff is proposing a modification to Route 96 (Dobson) to provide bus service to the Price Road Corridor during peak commuting hours. This proposal will be made available to residents for public feedback during Valley Metro's public feedback period from March 31 through May 11. If approved, this service change would occur on October 27, 2014.

BACKGROUND:

With approximately 18,000 employees, the Price Road Corridor is the largest employment area in the City of Chandler. Currently, bus service is only provided at the southern end of the corridor. Major employment centers such as Continuum, Wells Fargo, Amkor, and Isagenix do not currently have bus service.

Wells Fargo is currently expanding their operation on Price Road, making transit service even more important on this corridor. Additionally, a 2009 Development Agreement with Wells Fargo states that the "City shall use reasonable efforts to commence providing regular bus service to the Project on or before October 1, 2009". In 2009 (and the years following), the City was unable to provide this new bus service due to significant reductions in public transit funding. In 2009 and 2010, the City had to make a number of cuts to its transit system as a result of this transit funding reduction. We have not made any cuts over the last few years, and today, we are in a strong position to add transit service.

OPTIONS CONSIDERED:

Staff analyzed a variety of options to bring bus service to Price Road. The options considered are shown in Attachment 1 and are described below:

RECOMMENDED OPTION: Modify Route 96 (Dobson): Currently, Route 96 serves the area south of Pecos Road during peak hours, including Intel and Orbital Sciences. This option would deviate Route 96 off of Dobson Road and onto Price Road for one mile between Germann Road and Queen Creek Road. Although this option does not capture the entire Price Road Corridor, it is by far the most inexpensive option to operate. Additionally, this option would not require a significant amount of new fleet as compared to the other options under consideration. Another advantage of this option is that a higher percentage of Price Road corridor employees live near Dobson Road (8.0%) than near McClintock (2.1%) or Rural (2.3%). This option will provide more direct trips for Price corridor employees than any other option considered. **(\$60,000)**

Price Road Circulator: This would be a completely new route, using large vans instead of buses. These vans are small enough to easily navigate parking lots and drop off employees closer to their work places. However, this option is the most expensive option, and passengers on this route would need to make one or more transfers to get anywhere outside the Price Road corridor. **(\$330,000)**

Extend Route 81 (McClintock): Route 81 currently terminates at the Chandler Transit Center on the south side of Chandler Fashion Center. Under this option, Route 81 would continue south on Price Road to Intel. This option provides bus service along the entire length of the Price employment corridor, but like the Price Circulator option, this is a fairly expensive option. **(\$210,000)**

Extend Route 72 (Rural): Route 72 also terminates at the Chandler Transit Center. The Route 72 extension option mirrors the Route 81 extension option. Route 72, however, would be even more expensive, because this route runs every 20 minutes as opposed to every 30 minutes like most bus service in Chandler, including Route 81 and 96. **(\$270,000)**

RECOMMENDED ALIGNMENT:

The recommended option is shown in the map on Attachment 2.

Staff is recommending bringing the Route 96 option forward to the public during the required public review period in advance of the next service change date (Oct. 27). The Route 96 option is by far the most cost-effective method of serving the Price Road corridor. Peak-hour service under the Route 96 option will cost approximately \$60,000 annually as compared to \$210,000 - \$330,000 annually for the Price Circulator, Route 72 or Route 81 options. Additionally, this option will require the least amount of new capital investment (fleet and bus stops). Although this route will remove service from 4 existing bus stops on Dobson Road, these bus stops have

low usage, accounting for less than 10% of passenger boardings on the portion of Route 96 south of Pecos Rd.

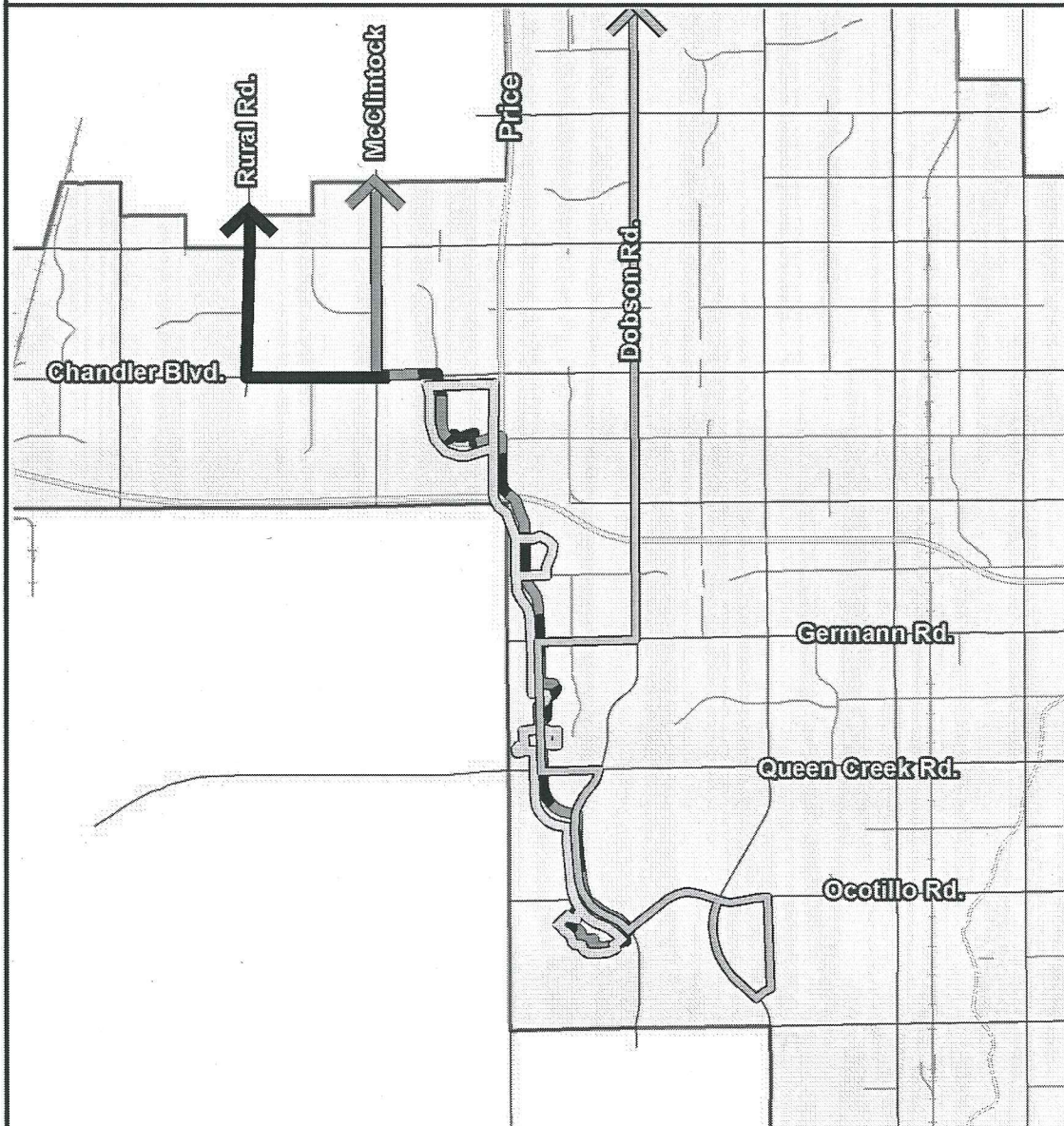
Staff recommends that the \$60,000 come from Local Transportation Assistance Funds (LTAF) that are already available.

The recommended option would match the existing peak-hour service on Route 96 south of Pecos Road (3 hours in the morning and 3.5 hours in the afternoon). Additionally, the proposal would add one northbound trip at approximately 6:30 PM to serve employees working longer shifts (Intel employees work 12-hour shifts from 6:30 AM – 6:30 PM).

NEXT STEPS

Valley Metro's Public involvement period for the October service change runs from March 31 to May 11. During that time Chandler and Valley Metro staff will work together to gather feedback from residents via email/ internet, phone, and public meetings. There will be a meeting in the Chandler Council Chambers on April 15 to discuss this and other proposed changes in the East Valley. After public feedback has been received and analyzed, Staff will make changes to the recommendation if needed and will then take a recommendation to the Transportation Commission in May. Staff will seek Council action in June. The Valley Metro Board will take action on all proposed service changes in the Valley in August. If approved by Board and Council, the new service on Price Road will begin on October 27, 2014.

Attachment 1 - Price Corridor Options



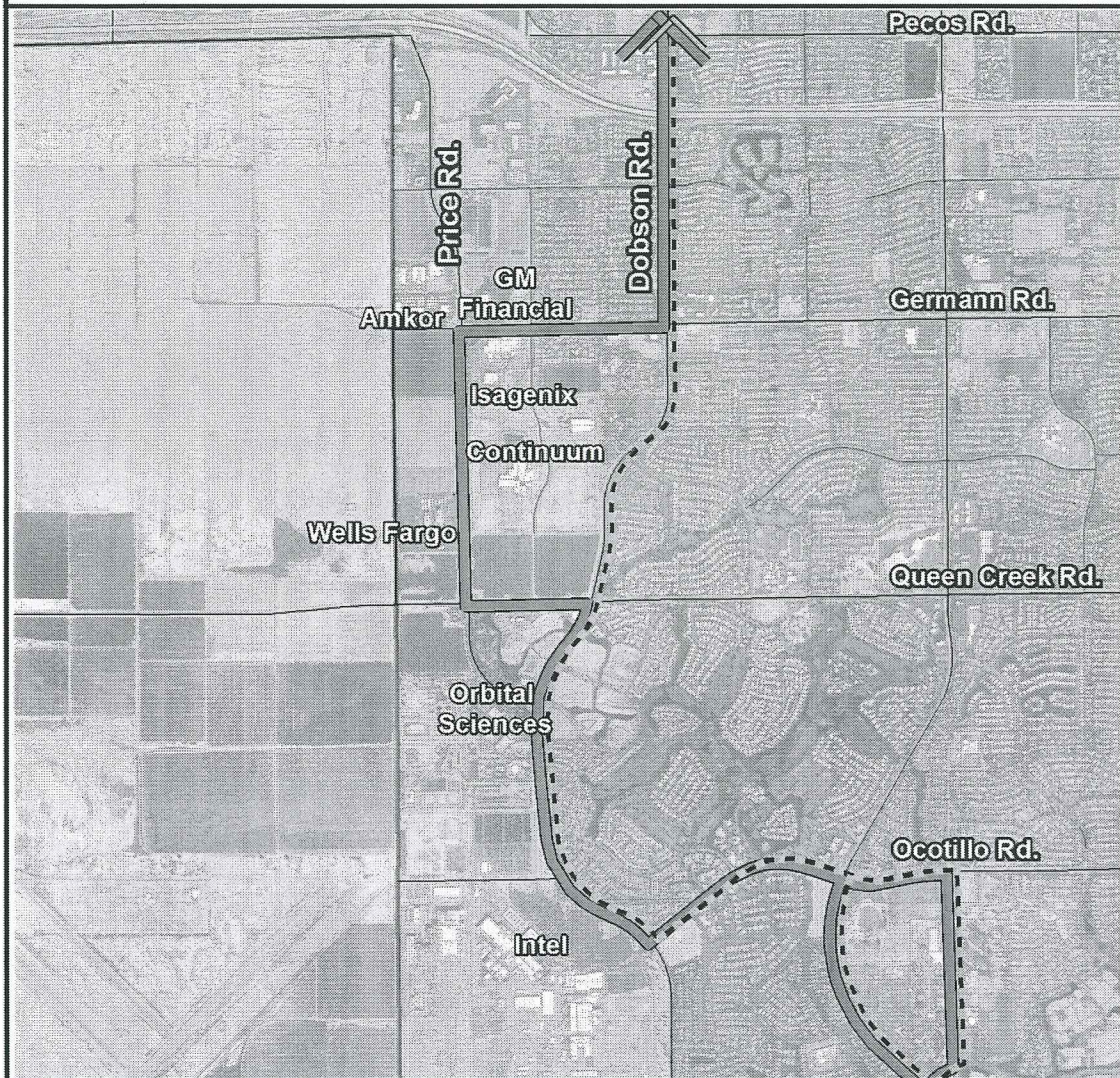
Route Description	Added Trip Length (Mi.)	Peak Only	Peak Plus Mid-day	All Day
1. Dobson (96) Reroute Germann to Queen Creek	1.1	\$60,000	\$150,000	\$380,000
2. Rural (72) Extension to Intel	4.9	\$270,000	\$370,000	\$640,000
3. McClintock (81) Extension to Intel	4.9	\$210,000	\$290,000	\$440,000
4. Price Rd. Circulator - 3 Deviations (Spectrum)	7.2	\$330,000	\$440,000	\$690,000

Notes: Peak Only = 6AM - 9AM and 3:30PM - 6:30PM (28 Total Daily Trips)

Peak Plus Mid-Day = 30-min. peak service + 60-min. mid-day

All Day Service = 5:30AM - 7:30PM (60 Daily Trips)

Attachment 2 - Recommended Alignment



Route 96 (Dobson)

----- Existing Route 96

———— Proposed Route 96

Notes: Only Peak Hour Service is Provided South of Pecos Rd.
The proposed service on Price Rd. would operate from approximately 6AM - 9AM and 3:00 PM to 6:30PM.
The annual cost of this proposed realignment is approximately \$60,000.
If approved, this realignment would occur on October 27, 2014.



Proposed Route 96 Modifications

City of Chandler Presentation
April 15, 2014



Route 96 History

- Jan. 2008 – Route 96 Extended from Mesa to South Chandler (Snedigar Sports Complex)
 - All-Day and Weekend Service Throughout Chandler
- July 2010 – Weekend service south of Frye eliminated
- Jan. 2012 – Weekday midday service south of Pecos eliminated
 - 6 Morning and 6 Afternoon Peak Hour Round Trips Remained
- Jan. 2013 – Added 1 Morning and 2 Afternoon Round Trips
- History of Low Usage South of Pecos



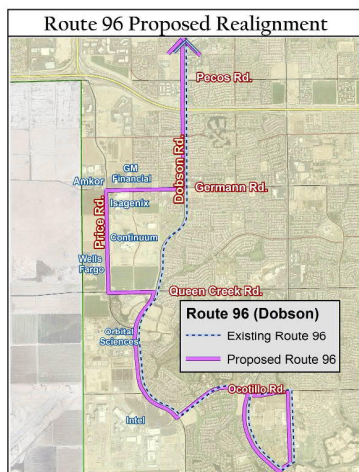
Price Rd. Employment Corridor

- Approximately 18,000 Employees
- Route 96 currently serves:
 - Intel
 - Orbital Sciences
- Major employment centers not currently served:
 - Wells Fargo
 - Continuum
 - Amkor
 - GM Financial
 - Isagenix



Proposal

- Reroute 1 Mile of Service Between Germann and Queen Creek from Dobson Rd. to Price Rd.
- Adjust Schedule to Better Match Employee Work Hours



Bus Stops Possibly Impacted

Would Be Eliminated

- NB Dobson at Mockingbird
- SB Dobson at Mockingbird
- NB Dobson at Earl
- SB Dobson at Earl



Would Be Relocated

- SB Bus Stop at Dobson and Germann – Relocated to NW Corner of Intersection
- NB Bus Stop at Dobson and Queen Creek – Relocated to NW Corner of Intersection



Bus Stop Activity

- 32 Trips Monitored
- 148 Passenger Boardings/ Alightings
- Majority of Activity at:
 - Dobson and Germann
 - Dobson and Queen Creek
 - Dobson and Intel
 - Dobson and Ocotillo
- Dobson at Earl and Dobson at Mockingbird account for less than 10% of passenger activity



Possible Northbound AM Schedule Modification

BASHA RD AT FULFON RANCH	DOBSON AT QUEEN CREEK	DOBSON AT PECOS	DOBSON AT CHANDLER BLVD	ELLIOT AT DOBSON	DOBSON AT BASELINE	DOBSON AT SOUTHERN	MAIN AT SYCAMORE	DOBSON AT UNIVERSITY	MESA RIVERVIEW
4:49	4:57	5:02	5:06	5:17	5:24	5:32	5:41	5:46	5:53
5:49	5:57	6:02	6:06	6:17	6:24	6:32	6:41	6:46	6:53
6:19	6:27	6:32	6:36	6:47	6:54	7:02	7:11	7:16	7:23
6:49	6:57	7:02	7:06	7:17	7:24	7:32	7:41	7:46	7:53
7:19	7:27	7:32	7:36	7:47	7:54	8:02	8:11	8:16	8:23
7:49	7:57	8:02	8:06	8:17	8:24	8:32	8:41	8:46	8:53
8:19	8:27	8:32	8:36	8:47	8:54	9:02	9:11	9:16	9:23
8:49	8:57	9:02	9:06	9:17	9:24	9:32	9:41	9:46	9:53
9:19	9:27	9:32	9:36	9:47	9:54	10:02	10:11	10:16	10:23

Possible Northbound PM Schedule Modification

BASHA RD AT FULTON RANCH	DOBSON AT QUEEN CREEK	DOBSON AT PECOS	DOBSON AT CHANDLER BLVD	ELLIOT AT DOBSON	DOBSON AT BASELINE	DOBSON AT SOUTHERN	MAIN AT SYCAMORE	DOBSON AT UNIVERSITY	MESA RIVERVIEW
2:40	2:27	2:02	2:06	2:17	2:24	2:32	2:41	2:46	2:53
2:49	2:57	3:02	3:06	3:17	3:24	3:32	3:41	3:46	3:53
					3:39	3:49	3:58	4:03	4:10
3:19	3:27	3:32	3:36	3:47	3:54	4:02	4:11	4:16	4:23
					4:09	4:19	4:28	4:33	4:40
3:49	3:57	4:02	4:06	4:17	4:24	4:32	4:41	4:46	4:53
					4:39	4:49	4:58	5:03	5:10
4:19	4:27	4:32	4:36	4:47	4:54	5:02	5:11	5:16	5:23
					5:09	5:19	5:28	5:33	5:40
4:49	4:57	5:02	5:06	5:17	5:24	5:32	5:41	5:46	5:53
5:19	5:27	5:32	5:36	5:47	5:54	6:02	6:11	6:16	6:23
5:49	5:57	6:02	6:06	6:17	6:24	6:32	6:41	6:46	6:53
6:19	6:27	6:32	6:36	6:47	6:54	7:02	7:11	7:16	7:23
		7:02	7:06	7:17	7:24	7:32	7:41	7:46	7:53

Possible Southbound AM Schedule Modification

MESA RIVERVIEW	DOBSON AT UNIVERSITY	MAIN AT SYCAMORE	DOBSON AT SOUTHERN	DOBSON AT BASELINE	ELLIOT AT DOBSON	DOBSON AT CHANDLER BLVD	DOBSON AT PECOS	DOBSON AT QUEEN CREEK	BASHA RD AT FULTON RANCH
4:29	4:36	4:43	4:52	4:58	5:06	5:17	5:22	5:26	5:35
4:59	5:06	5:13	5:22	5:28	5:36	5:47	5:52	5:56	6:05
5:29	5:36	5:43	5:52	5:58	6:06	6:17	6:22	6:26	6:35
5:59	6:06	6:13	6:22	6:28	6:36	6:47	6:52	6:56	7:05
6:29	6:36	6:43	6:52	6:58	7:06	7:17	7:22	7:26	7:35
6:44	6:51	6:58	7:07	7:17					
6:59	7:06	7:13	7:22	7:28	7:36	7:47	7:52	7:56	8:05
7:14	7:21	7:28	7:37	7:47					
7:29	7:36	7:43	7:52	7:58	8:06	8:17	8:22	8:26	8:35
7:44	7:51	7:58	8:07	8:17					
7:59	8:06	8:13	8:22	8:28	8:36	8:47	8:52	8:56	9:05
8:29	8:36	8:43	8:52	8:58	9:06	9:17	9:22		



Possible Southbound PM Schedule Modification

- No Significant Changes



Schedule

- Public Meeting – April 15, 2014
- Valley Metro Public Hearing – April 29, 2014
- Public Comment Period Ends – May 2, 2014
- Transportation Commission Recommendation – May 15, 2014
- City Council Meeting – June or July, 2014
- Valley Metro Board – August 21, 2014
- Service Changes Take Effect – October 27, 2014



Comments/ Questions

Ride Valley Metro to Work

New Bus Service on Price Road



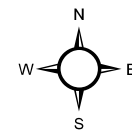
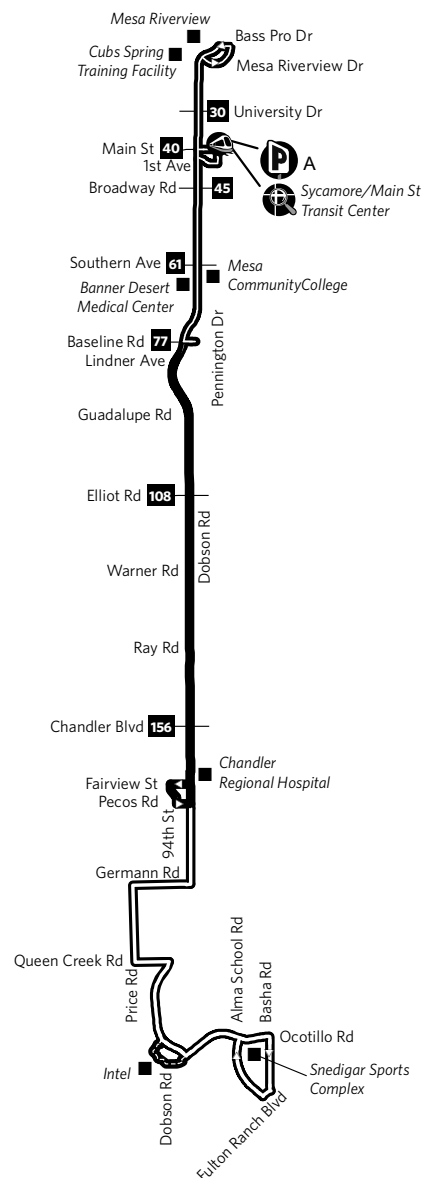
Beginning Oct. 27, Valley Metro and the City of Chandler will provide additional bus service on Route 96 on Price Road.

Why fight traffic when Valley Metro can do the driving? You'll enjoy a stress-free ride to/from work where you can read, work or just relax.

A partir del 27 de octubre, Valley Metro y la Ciudad de Chandler proveerán servicio adicional de autobús por la ruta 96 a lo largo de Price Road.

¿Por qué batallar con el tráfico si Valley Metro puede manejar por usted? Podrá disfrutar un viaje sin tensión a y del trabajo, mientras lee, trabaja o simplemente se relaja.

Route 96 — Dobson



P Park-and-Ride
A Sycamore/Main St Transit Center, NW corner of Main St and Sycamore
A Centro de Transporte Sycamore y Main St, esquina noroeste de Main St y Sycamore

valleymetro.org
602.253.5000
TTY 602.251.2039



Visit valleymetro.org for the Route 96 schedule.

Ride Valley Metro to Work

New Bus Service to Intel Ocotillo Campus



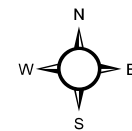
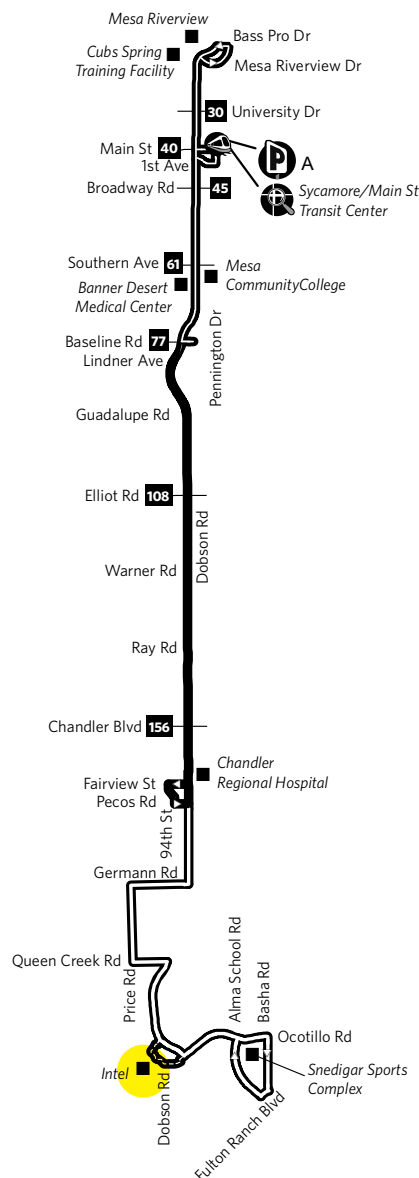
Beginning Oct. 27, Valley Metro and the City of Chandler will provide bus service on Route 96 to Intel's Ocotillo campus. Trips have been added to Route 96 to match typical Intel work hours.

Why fight traffic when Valley Metro can do the driving? You'll enjoy a stress-free ride to/from work where you can read, work or just relax.

A partir del 27 de octubre, Valley Metro y la Ciudad de Chandler proveerán servicio de autobús por la ruta 96 al campus Ocotillo de Intel. Viajes adicionales fueron agregados a la ruta 96 para corresponder con los horarios de trabajo típicos de Intel.

¿Por qué batallar con el tráfico si Valley Metro puede manejar por usted? Podrá disfrutar un viaje sin tensión a y del trabajo, mientras lee, trabaja o simplemente se relaja.

Route 96 — Dobson



P Park-and-Ride
 A Sycamore/Main St Transit Center, NW corner of Main St and Sycamore
 A Centro de Transporte Sycamore y Main St, esquina noroeste de Main St y Sycamore

Monday - Friday* Schedule at Intel Stop

Southbound	Northbound
5:30 AM	5:18 AM
6:00 AM	5:48 AM
6:30 AM	6:18 AM
	6:48 AM
5:30 PM	5:18 PM
6:00 PM	5:48 PM
6:28 PM	6:18 PM
	6:48 PM

*Additionally, Route 96 will continue to serve stops on Dobson Rd. near Intel from approximately 7-8:30 a.m. and 2:30-5 p.m.

Adicionalmente, la ruta 96 continuará a servir paradas en Dobson Rd. cerca de Intel entre las 7-8:30 de la mañana y 2:30-5 de la tarde.

valleymetro.org
 602.253.5000
 TTY 602.251.2039



Visit Valleymetro.org for complete Route 96 schedule

Attention Passengers!!!



Changes to Route 96 south of Pecos Rd. are being considered!
Please join us at the following meeting to provide feedback:

Public Meeting/ Open House

Tuesday, April 15

6:00 – 7:30 PM

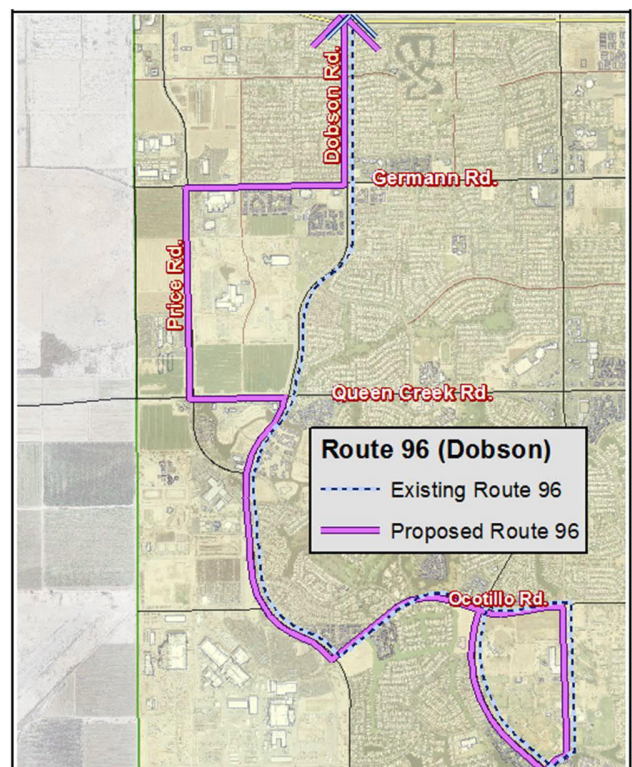
Chandler City Council Chambers

88 E. Chicago St.

You can also provide feedback or request more information by email (transit@chandleraz.gov) or phone (480-782-3440).

The changes being considered would divert Route 96 from Dobson Rd. between Germann and Queen Creek in order to serve the employment centers on Price Rd. **This bus stop would be eliminated if the change is approved.**

Additionally, schedule changes that could significantly change one or more trips south of Pecos are being considered.



Llame 480-782-3402 para información en español.

Send questions and/or comments to transit@chandleraz.gov

See our Web site for information on Title VI rights and updated information on service changes in Chandler:

www.chandleraz.gov/transit

Attention Passengers!!!



Changes to Route 96 south of Pecos Rd. are being considered!
Please join us at the following meeting to provide feedback:

Public Meeting/ Open House

Tuesday, April 15

6:00 – 7:30 PM

Chandler City Council Chambers

88 E. Chicago St.

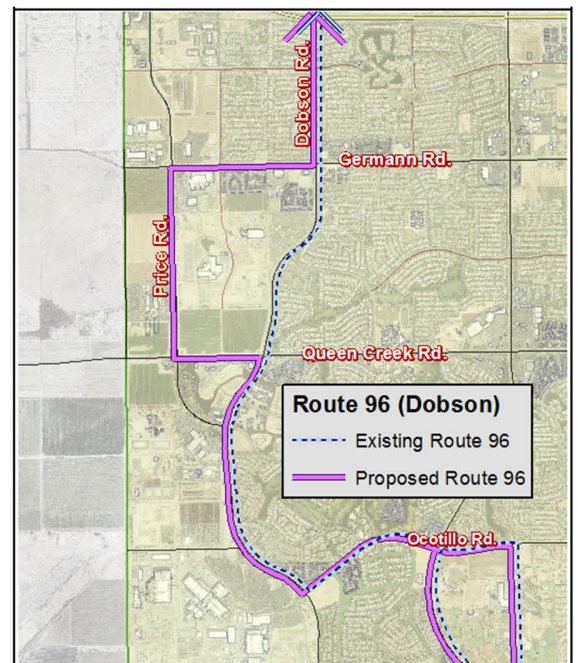
You can also provide feedback or request more information by email (transit@chandleraz.gov) or phone (480-782-3440).

The changes being considered would divert Route 96 from Dobson Rd. between Germann and Queen Creek in order to serve the employment centers on Price Rd (see map).

Additionally, schedule changes (south of Pecos only) are being considered.

The first NB trip could leave at 5:16AM instead of 4:49 AM. The first afternoon NB trip (departing at 2:19PM) could be removed and

replaced with a later trip (departing after 6PM). The last morning SB trip (departs Pecos at 8:52AM) could be removed and replaced with an earlier trip (departing Pecos before 5:30AM).



Llame 480-782-3402 para información en español.

Send questions and/or comments to transit@chandleraz.gov

See our Web site for information on Title VI rights and updated information on service changes in Chandler:

www.chandleraz.gov/transit

3. Non-ADA DIAL-A-RIDE Fare Increase

WELCOME
TO

Chandler



Search

Go powered by Google

Official City Web Site for Chandler, Arizona | Text Size

Transportation &
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Non-ADA Dial-A-Ride Fare Increase Public Meetings

The City of Chandler is holding meetings to obtain feedback on proposed increases to the fares people pay when using the East Valley's non-ADA Dial-A-Ride service.

PUBLIC MEETINGS

Mon., April 15 at 6 p.m.
Sunbird Golf Resort
6250 South Sunbird Boulevard

Tues., April 16 at 6 p.m.
Chandler Council Chambers
88 East Chicago Street

Wed., April 17 at 10:30 a.m.
Chandler Senior Center
202 East Boston Street

Non-ADA Dial-A-Ride provides transportation for seniors and residents with disabilities. Currently, the non-ADA fare is \$1.00 plus \$0.50 per zone. The average fare paid is between \$1.50 and \$2.00. ADA Dial-A-Ride provides transportation to residents with disabilities certified in accordance with the Americans with Disabilities Act (ADA). The ADA fare is currently \$4.00. A fare increase to non-ADA service is being proposed in order to reduce the differences between ADA and non-ADA fares.

The Proposed fare increase would raise the base fare from \$1.00 to \$2.00 in 2013. The proposal also includes raising the fare to \$3.00 in 2014 and to \$4.00 in 2015. Additionally, the zone surcharge would be replaced by a distance-based mileage surcharge. The proposed mileage surcharge is \$0.00 per mile for the first 5 miles, \$0.50 per mile for miles 6 - 10, and \$1.00 per mile for any distance beyond 10 miles.

For more information, see the City of Chandler press release. Click [here](#) to view the press release.

To provide input on the proposal, attend one of the above meetings or email comments to transit@chandleraz.gov.

City of Chandler Family Bike Ride

The annual Chandler Family Bike Ride is back! The 7.4-mile ride is free, but pre-registration is recommended. The first 100 people to pre-register will receive a free t-shirt. The ride starts and ends at the Chandler Park and Ride (2100 S. Hamilton St.)

City of Chandler Family Bike Ride

Saturday, April 13, 2013

7.4-mile ride along the Paseo Canal (click [here](#) for map)

Registration 8:00 - 8:45AM; Ride begins at 9:00AM

Chandler Park and Ride (2100 S. Hamilton St.)

FREE!!!!

Pre-Registration is encouraged. Pre-register now to reserve your free t-shirt. Click [here](#) to access the on-line pre-registration form.

For more information, contact Ann Marie Riley at 480-782-3442 or annmarie.riley@chandleraz.gov.

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Fare Vending Machines Now In Service

Transit passengers can now purchase bus passes at any one of nine fare vending machines in Chandler. Bus passes purchased at fare vending machines are discounted compared to those passes purchased onboard the bus. Fare vending machines are located at the Chandler Park and Ride (Southwest corner of Germann and Hamilton) and at select LINK bus stations on Arizona Avenue. The LINK stations containing fare vending machines are located as follows:

- Northeast Corner of Arizona Ave. and Germann Rd.
- Northeast Corner of Arizona Ave. and Pecos Rd.
- Northeast Corner of Arizona Ave. and Chandler Blvd.
- Southwest Corner of Arizona Ave. and Chandler Blvd.
- Northeast Corner of Arizona Ave. and Ray Rd.
- Northeast Corner of Arizona Ave. and Warner Rd.
- Northeast Corner of Arizona Ave. and Elliot Rd.

Fare Increase on March 1, 2013

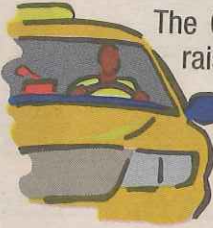
There was a fare increase effective Friday, March 1 on Valley Metro transit services including bus and light rail. The 1-Ride fare increased by \$0.25 on the local bus/LINK/light rail and \$0.50 on Express/RAPID.

Also effective March 1, riders can purchase a 15-day pass, giving frequent riders the convenient option of purchasing a multi-day pass that is less costly than the 31-day pass.

Details on all fare increases, including Dial-a-Ride, are available at valleymetro.org.

City of Chandler

PUBLIC MEETINGS NON-ADA DIAL-A-RIDE FARE INCREASE



The City of Chandler is seeking public input on a proposal to raise fares for its non-ADA Dial-A-Ride service. The base fare for this service is \$1 and has remained so for nearly 10 years. The City is proposing to raise the fare to \$2, plus an additional .50 cents per mile after five miles and \$1 per mile after 10 miles. The proposal also includes two additional \$1 base fare increases to occur in each of the next two years. Please attend these meetings to share your opinions on the proposed fare increase

Monday, April 15,
6 p.m.
Sunbird Golf Resort
6250 Sunbird Boulevard

Tuesday, April 16,
6 p.m.
Chandler Council Chambers
88 East Chicago Street

Wednesday April 17,
10:30 a.m.
Chandler Senior Center
202 East Boston Street

For more information:
Visit www.chandleraz.gov/transit
Call: (480) 782-3440
Email: transit@chandleraz.gov



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City Government of Chandler, Arizona

8,473 likes · 11 talking about this · 2,415 were here

[Like](#)

[+](#)



City Government of Chandler, Arizona shared a link.
April 15 · 🌐

First meeting tonight! The City is holding meetings to obtain feedback on proposed increases to the fares people pay when using the East Valley's non-ADA Dial-A-Ride service:

http://www.chandleraz.gov/newsrelease.aspx?N_UID=2504

News Release

www.chandleraz.gov

The City of Chandler is holding meetings to obtain feedback on proposed increases to the fares people pay when using the East Valley's non-ADA Dial-A-Ride service. PUBLIC MEETING: April 15 at 6 p.m. Sunbird Golf Resort 6250 Sunbird Boulevard, Tues., April 16 at 9 a.m. Chandler

[Like](#) [Comment](#) [Share](#)



City Government of Chandler, Arizona shared a link.
April 12 · 🌐



City Government of Chandler, Arizona
April 15 · 🌐

Calling All Chihuahuas – Planning Set For Cinco de Mayo Celebration and Chihuahua Races - A full day of fun and excitement is planned for the 16th Annual Cinco de Mayo Celebration and Chihuahua Races being held Sat., May 4 in downtown Chandler:

http://www.chandleraz.gov/newsrelease.aspx?N_UID=2507





MEMORANDUM

TRANSIT SERVICES - MEMO NO. TN14-02

DATE: SEPTEMBER 16, 2013

TO: MAYOR & COUNCIL

THRU: RICH DLUGAS, CITY MANAGER *RD*
MARSHA REED, ASSISTANT CITY MANAGER *MR*
R.J. ZEDER, TRANSPORTATION & DEVELOPMENT DIRECTOR *RJ*
DANIEL W. COOK, TRANSPORTATION MANAGER *DW FOR*

FROM: JASON CRAMPTON, TRANSIT SERVICES COORDINATOR *JC FOR*

SUBJECT: NON-ADA DIAL-A-RIDE FARE INCREASE

Regional Public Transit Authority (RPTA) has been working with Chandler, Tempe, and Scottsdale to come up with a fare increase agreeable to the three partner East Valley Dial-a-Ride non-ADA providers. The RPTA CEO has authorized this fare increase. Prior to the CEO's authorization, Chandler staff conducted multiple public meetings and received no major opposition to the proposed fare increase (see Attachment 1: Public Outreach Summary). The fare increase was also recommended by the Chandler Transportation Commission. The new fare will be effective on October 1, 2013.

Dial-a-Ride passengers have received a letter (Attachment 2) detailing the fare change and providing information about alternative transportation options.

BACKGROUND:

The base fare for non-ADA Dial-a-Ride has remained at \$1.00 for over 10 years. Recently, non-ADA service has significantly changed. On July 1, 2012, the service transitioned from a shared trip, multi-destination van, to a taxi cab service providing individual trips. Since this transition, Chandler residents have received more direct trips, fewer shared rides, and more flexibility in trip scheduling. As a result of this enhanced service, there has been a sharp increase in demand for Dial-a-Ride trips.

The current Dial-a-Ride fare structure has a significant discrepancy between ADA and non-ADA fares. Currently, the non-ADA Dial-a-Ride fare is \$1.00 plus \$0.50 per zone. The median fare paid by Chandler residents is \$1.50 per ride. The fare for an ADA Dial-a-Ride trip today is

\$4.00, which is two times the local base fare for bus and light rail¹. In order to bring greater equality to the ADA and non-ADA fare and to minimize the impact to our users' budgets, a phased increase to the non-ADA base fare is being implemented.

REVISED NON-ADA FARE STRUCTURE:

On October 1, 2013, the non-ADA base fare will be raised from \$1.00 to \$2.50. The zone surcharge will be replaced with a mileage surcharge. The first 0.0 – 5.99 miles will be included in the base fare. Miles 6.00 – 15.99 will cost \$0.50 per mile. Any portion of the trip beyond 15.99 miles will cost \$1.00 per mile.

On July 1, 2014, the base fare will be raised to \$4.00, which will be equal to the ADA fare. Moving forward, the non-ADA base fare will be increased each time the ADA fare is increased. ADA Dial-A-Ride fares do not include any distance-based surcharge because the service and the maximum fare are mandated by federal law.

Table 1 summarizes the fare increase, and Table 2 provides the detailed fare structure.

TABLE 1: Dial-A-Ride Fare Structure: Current, Proposed and ADA

	Base Fare	Zone Surcharge	Mileage Surcharge 1	Mileage Surcharge 2
Current non-ADA Fare	\$1.00	\$0.50 per zone	NA	NA
New non-ADA Fare	\$2.50/ \$4.00	NA	\$0.50 per mile for miles 6.0 – 15.99	\$1.00 per mile after 15.99 miles
ADA Fare	\$4.00	NA	NA	NA

* \$2.50 beginning Oct. 1, 2013;
\$4.00 beginning July 1, 2014

The average trip length for non-ADA trips is currently 7.7 miles, which under the new fare structure would result in fares of \$3.50 in 2013, and \$5.00 in 2014. Nearly half of all trips are shorter than 6 miles and would not be subject to any mileage surcharges. Only about 8% of non-ADA trips are longer than 15 miles.

With the new fare structure, non-ADA passengers will pay a higher proportion of the added cost to provide longer trips. Even with the fare increase and mileage surcharge, residents will be paying only 20 – 30% of the cost of service.

¹ Fares for bus and light rail were increased in March, 2013. A single-ride pass was increased from \$1.75 to \$2.00, while an all-day pass purchased off-board went from \$3.50 to \$4.00. Express bus fares increased from \$2.75 to \$3.25. Consequently, ADA Dial-A-Ride fares were raised from \$3.50 to \$4.00 per ride.

Table 2: Non-ADA Dial-A-Ride Fare Increase

Trip Length (Miles)	Existing Fare	New Fare ²	
	Effective Through Sept. 30, 2013 ¹	Effective Oct. 1, 2013	Effective July 1, 2014
1	\$1.00 - \$1.50	\$2.50	\$4.00
2	\$1.00 - \$1.50	\$2.50	\$4.00
3	\$1.00 - \$1.50	\$2.50	\$4.00
4	\$1.00 - \$2.00	\$2.50	\$4.00
5	\$1.00 - \$2.00	\$2.50	\$4.00
6	\$1.00 - \$2.00	\$3.00	\$4.50
7	\$1.00 - \$2.50	\$3.50	\$5.00
8	\$1.00 - \$2.50	\$4.00	\$5.50
9	\$1.50 - \$2.50	\$4.50	\$6.00
10	\$1.50 - \$3.00	\$5.00	\$6.50
11	\$1.50 - \$3.00	\$5.50	\$7.00
12	\$2.00 - \$3.50	\$6.00	\$7.50
13	\$2.00 - \$3.50	\$6.50	\$8.00
14	\$2.00 - \$3.50	\$7.00	\$8.50
15	\$2.50 - \$4.00	\$7.50	\$9.00
16	\$2.50 - \$4.00	\$8.50	\$10.00
17	\$2.50 - \$4.00	\$9.50	\$11.00
18	\$2.50 - \$4.00	\$10.50	\$12.00
19	\$2.50 - \$4.50	\$11.50	\$13.00

1. The existing fare is \$1.00 plus \$0.50 per zone. Zones vary in size from 2 to 8 miles across.

2. The approved fare increase will be phased over two years. The base fare will be increased from \$1.00 to \$2.50 in the first year, and will be raised from \$2.50 to \$4.00 in the second year. The mileage surcharge of \$0.50 per mile after 5.99 miles and \$1.00 per mile after 15.99 miles will begin in the first year and continue into future years.

RESERVATION POLICY CHANGE

In addition to the fare change, the non-ADA Dial-A-Ride reservation policy will change on October 1. Currently, non-ADA reservations can be made up to 3 days in advance. Beginning October 1, however, trips can only be reserved on the same day as the trip is provided.

Attachment 1: Public Outreach Summary

Chandler gathered public comment through email, phone, public meetings, and Transportation Commission meetings.

PUBLIC MEETINGS

Chandler held three public meetings to gather public input on a proposal to raise non-ADA Dial-a-Ride fares. Additionally, Chandler held a public meeting in September to inform citizens of upcoming fare and reservation policy changes to Dial-a-Ride. Meetings and fare increase information were posted on the City Web site and advertised in the newspaper and social media. Meeting attendance and participation is summarized below:

Monday, April 15, 2013, 6 p.m. (Sunbird Golf Resort)

- 1 Attendee
- The attendee was an Arizona Republic reporter. An article on the proposal came out on Wednesday, April 17, 2013.

Tuesday, April 16, 2013, 6 p.m. (Council Chambers)

- 1 Attendee
- The attendee had questions about the local bus system no comments on Dial-a-Ride

Wednesday, April 17, 2013, 10:30 a.m. (Senior Center)

- Approximately 40 attendees
- The attendees asked several questions about Dial-a-Ride service and expressed some concern over the fare increase. Two residents requested that there be some discount for round trips since the fares were going to increase. Another resident requested that we phase in the mileage surcharge rather than making such a substantial fare increase occur all at once.

Monday, September 9, 2013, 10:15 a.m. (Senior Center)

- Approximately 35 attendees
- The attendees asked several questions regarding the fare increase and reservation policy. There was no opposition expressed regarding the fare increase.

EMAIL/ TELEPHONE COMMENTS:

Five residents have called or emailed in opposition to the fare increase. Most of these residents were particularly concerned with the high fares that could occur as a result of the proposed mileage surcharge. Some residents are opposed to any fare increase because they are on a fixed income, and Dial-a-Ride is a critical means of transportation to them.

One resident called in support of the fare increase.

TRANSPORTATION COMMISSION

One resident attended the June 20, 2013, Transportation Commission meeting. The resident spoke against the fare increase, citing the limited income of the majority of people using the service and their reliance on Dial-a-Ride for necessary trips such as work or medical trips.

The Transportation Commission also discussed this topic at the April 18, 2013, commission meeting. No residents attended.

Attachment 2: Letter to Dial-A-Ride Passengers



ValleyMetro.org | 4600 E. Washington St. | Suite 101 | Phoenix, AZ 85034
T 602.716.2100 F 602.716.2114 TTY 602.251.2039

August 26, 2013

Dear East Valley Dial-a-Ride user,

You are receiving this letter as a customer of East Valley Dial-a-Ride **non-ADA** service. Beginning Tuesday, Oct. 1, 2013, Valley Metro will make changes to the fares and reservation policy for this service.

Non-ADA Dial-a-Ride Fare Increase

Following a community input process that occurred in spring 2013, Valley Metro will gradually increase the non-ADA Dial-a-Ride (DAR) base fare to conform to the ADA DAR fare of \$4.00 by summer 2014. The ADA DAR fare is set at two times the local base fare for riding a bus or train.

Base Fare Increase

On Oct. 1, the non-ADA DAR base fare will increase from \$1.00 to \$2.50. Beyond the five-mile base trip, a fee per mile will also be instituted, eliminating the previous zone charges.

On July 1, 2014, the non-ADA DAR base fare will increase from \$2.50 to \$4.00 to conform to the ADA DAR fare.

Mileage Fee

On Oct. 1, a non-ADA DAR trip will cost the base fare (\$2.50) plus a fee for each mile traveled over five miles. For trips between six and 15 miles, the fee is \$0.50 per mile. For trips of 16 or more miles, the fee is \$1.00 per mile.

See enclosed flyer for greater details.

Reservation Policy Change

Also on Oct. 1, non-ADA DAR becomes available for same-day trips only; no advanced reservations will be accepted. NOTE: If daily trip capacity is reached, non-ADA DAR customers will be denied service. Non-ADA passengers should plan for potential trip denials and utilize other mobility options as necessary (see reverse side).



ValleyMetro.org | 4600 E. Washington St. | Suite 101 | Phoenix, AZ 85034
T 602.716.2100 F 602.716.2114 TTY 602.251.2039

ADA DAR trips at \$4.00 will continue to have a 1 – 14 day advanced reservation policy; no same-day service. ADA-certified customers are encouraged to plan ahead for their travels.

Other Mobility Options to Consider

As you evaluate your mobility options, there are other programs available to you that can assist with your travel needs.

The RideChoice program (formerly Coupons for Cabs) provides subsidized cab rides to seniors and persons with disabilities using a reloadable fare card. For your convenience, a RideChoice application is enclosed. Allow for 15 – 20 business days to process and set up your account.

Valley Metro also urges passengers with disabilities to become ADA-certified. This process takes 15 – 20 business days to complete and provides access to ADA DAR and/or the free ADA Platinum Pass for bus and light rail available in participating cities. Contact the Valley Metro Mobility Center for assessment information at 602.716.2100, Option 1.

See enclosed "Travel Choices" brochure for mobility options available to seniors and persons with disabilities in the East Valley.

Questions?

Attend an open house or contact Valley Metro Customer Service at 602.253.5000 for greater information.

Open Houses

Sept. 5, 2013, 5 p.m.
Tempe Transportation
Center, Don Cassano Room
200 E. Fifth St., Tempe

Sept. 9, 2013, 10:15 a.m.
Chandler Senior Center
202 E. Boston St.,
Chandler

Sept. 12, 2013, 10 a.m.
Via Linda Senior Center
10440 E. Via Linda,
Scottsdale

Thank you for riding Valley Metro and your attention to this important information.

Sincerely,

Arleen Schenck
Mobility Services Program Supervisor



ValleyMetro.org | 4600 E. Washington St. | Suite 101 | Phoenix, AZ 85034
T 602.716.2100 F 602.716.2114 TTY 602.251.2039

June 2, 2014

Dear East Valley Dial-a-Ride user,

You are receiving this letter as a customer of East Valley Dial-a-Ride non-ADA service and a reminder of the second base fare increase coming July 1, 2014. Non-ADA Dial-a-Ride (DAR) base fare has gradually increased to \$2.50 last October and to \$4.00 on July 1 to match the ADA DAR fare.

Non-ADA Dial-a-Ride Fare Increase

Valley Metro and participating East Valley cities – Chandler, Scottsdale and Tempe – have taken a gradual approach to increasing the non-ADA DAR base fare to conform to the ADA DAR fare presently set at \$4.00. The ADA DAR fare, which is federally-regulated, is set at twice the local base fare for riding a bus or train.

On Oct. 1, 2013, the non-ADA DAR base fare increased from \$1.00 to \$2.50. This was the first step in a two-step process to raise the fare. The non-ADA DAR base fare will increase again on July 1, 2014 to \$4.00.

The non-ADA DAR base fare provides a trip of up to five miles in length. Above five miles, a fee per mile of service is charged.

Note: For residents of unincorporated Maricopa County, the non-ADA DAR base fare will also increase to \$4.00 on July 1.

See enclosed "Non-ADA DAR – Frequently Asked Questions" flyer for additional information and to view the July 1 rate structure.

Other Mobility Options to Consider

Valley Metro encourages you to consider RideChoice, ADA certification, if applicable, and other options provided by your city of residence to expand your travel options.

RideChoice (formerly Coupons for Cabs) provides partially-subsidized cab rides to seniors and people with disabilities using a reloadable fare card. RideChoice is an affordable travel solution, especially for shorter trips.



ValleyMetro.org | 4600 E. Washington St. | Suite 101 | Phoenix, AZ 85034
T 602.716.2100 F 602.716.2114 TTY 602.251.2039

ADA certification requires an in-person assessment and the application review process can take up to 21 calendar days to complete. ADA-certified customers have access to reservation-based DAR and are also eligible (in participating cities) for the free ADA Platinum Pass for bus and light rail.

See enclosed "Travel Choices" brochure for mobility options available to East Valley residents.

Questions?

Please refer to the enclosed documents for further information. For additional questions, please contact the Valley Metro Mobility Center at 602.716.2100.

Thank you for riding Valley Metro and your attention to this important information.

Sincerely,

Ron Brooks
Manager, Accessible Transit Services

Non-ADA Dial-a-Ride Fare Change Effective July 1, 2014

For the cities of Chandler, Scottsdale and Tempe and unincorporated Maricopa County

Frequently Asked Questions

What is non-ADA Dial-a-Ride (DAR)?

Non-ADA DAR is door-to-door mobility service for seniors (65 and older) and passengers with disabilities who are not certified ADA (Americans with Disabilities Act) paratransit eligible. This service is provided by taxis or subcontracted paratransit vehicles with drivers trained to support passengers with limited mobility.

Non-ADA DAR is not a federally-mandated service; it is supported by the local jurisdiction.



Why are the fares increasing for non-ADA DAR service?

ADA DAR increased to \$4.00 for a one-way trip on March 1, 2013. ADA DAR is twice the local base fare for riding a bus or train, which is \$2.00.

Non-ADA DAR fares had not increased in nearly 10 years, despite improvements to the quality of DAR service. The new fare has been increased incrementally over the past year and will be equivalent to the ADA DAR fare on July 1, 2014.

Which cities are affected by the fare change?

The cities of Chandler, Scottsdale and Tempe, as well as unincorporated Maricopa County, are impacted by the non-ADA DAR fare change. Other cities may not offer non-ADA, only ADA DAR, or have a separate fare structure.

What other mobility options are available to me?

Valley Metro encourages passengers with disabilities to apply to become ADA-certified and have access to ADA services such as DAR at \$4.00 per trip and/or a free Platinum Pass to ride bus or light rail in participating cities.

For seniors and people with disabilities, RideChoice is available. RideChoice provides subsidized cab rides using a reloadable fare card for eligible participants. The program varies slightly depending on your city of residence and is an affordable mobility option.

What are the new fares for non-ADA Dial-a-Ride beginning July 1, 2014?

NON-ADA DIAL-A-RIDE TRIP COST BY MILE

July 1, 2014

Trip Length	Cost
0 - 5 miles	\$4.00 (base fare)
6 miles	\$4.50 (\$4.00 + .50/mile)
7 miles	\$5.00
8 miles	\$5.50
9 miles	\$6.00
10 miles	\$6.50
11 miles	\$7.00
12 miles	\$7.50
13 miles	\$8.00
14 miles	\$8.50
15 miles	\$9.00
16 miles*	\$10.00 (\$9.00 + \$1.00/mile)

* Service does extend beyond 16 miles at \$1.00 per mile.

valleymetro.org
602.253.5000
TTY 602.251.2039



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Official City Web Site for Chandler, Arizona | Text Size

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Public Asked to Give Input on Proposed Bus Service Changes and Enhancements

The public can offer feedback in a variety of ways on proposed Valley Metro service changes that provide many enhancements beginning on Jan. 27, 2014.

Open House

Sept. 19, 2013, 5 to 6:30 p.m.

City of Chandler Council Chambers

88 E. Chicago St., Chandler

Non-ADA Fare Increase Set for October 1, 2013

The cities of Chandler, Tempe and Scottsdale, in conjunction with Valley Metro will be raising the non-ADA fares for East Valley Dial-A-Ride beginning October 1.

For more information on the fare increase, please join us at an open house:

Non-ADA Fare Increase Open House

Monday, September 9 at 10:15AM

Chandler Senior Center

202 E. Boston St.

The fare increase will raise the base fare from \$1.00 to \$2.50 on October 1 and from \$2.50 to \$4.00 on July 1, 2014. Additionally, the zone surcharge will be replaced by a distance-based mileage surcharge. The mileage surcharge is \$0.00 per mile for the first 5 miles, \$0.50 per mile for miles 6 - 15, and \$1.00 per mile for each mile beyond 15 miles.

Non-ADA Dial-A-Ride provides transportation for seniors and residents with disabilities. Currently, the non-ADA fare is \$1.00 plus \$0.50 per zone. The median fare paid is \$1.50. ADA Dial-A-Ride provides transportation to residents with disabilities certified in accordance with the Americans with Disabilities Act (ADA). The ADA fare is currently \$4.00. A fare increase is needed to bring greater equality to non-ADA and ADA fares. Additionally, since East Valley Dial-A-Ride transitioned to a cab based service model, demand for non-ADA trips has greatly increased. A fare increase will help to curb this growing demand and could result in fewer non-ADA trip denials than would be necessary if no fare increase occurred.

The City of Chandler held three public meetings in April. For more information on these public meetings, see the City of Chandler press release. Click [here](#) to view the press release.

Additionally, the Chandler Transportation Commission (meetings open to the public) discussed the fare increase at meetings in April and June. The Commission recommended approval of the fare increase at the June meeting.

For more information on the fare changes, please send an email to transit@chandleraz.gov or call 480-782-3440.

Enhancements to Chandler Bus Service (July 22)

On July 22, the City of Chandler will begin providing three major bus service enhancements:

- **Route 108 (Elliot Rd.)** - Buses will now run every 30 minutes on weekdays (as opposed to every 60 minutes). Additionally, buses will run later into the evening on weekdays. Saturday and Sunday service will be added as well (60-minute frequency). The western end of the route will be extended to 48th St. where it will continue south to Chandler Blvd.

-- click [here](#) to view the new Rt. 108 schedule and map.

- **Route 56 (Priest Dr./ 56th St.)** - This route will be re-aligned so that it continues south on Priest Dr./ 56th St. into Chandler. The route will travel south to Ray Rd., where it will turn west and cross the I-10 freeway and continue to 48th St. in Phoenix. Route 56 will connect with Route 108 and the ALEX circulator at 48th St. and Ray Rd.

-- click [here](#) to view the new Rt. 56 schedule and map.

- **Route 156 (Chandler Blvd.)** - The western end of this route will be extended across the I-10 freeway to 48th St. in Phoenix, where it will connect with Route 108 (Elliot) and the ALEX circulator.

-- click [here](#) to view the new Rt. 156 schedule and map.

In addition to the enhancements listed above, several minor schedule adjustments will occur on July 22. For a complete list of service changes and schedule adjustments, visit valleymetro.org or call Valley Metro Customer Service at 602-253-5000.

Bus Service Resumes

The bus strike has ended, and bus service will resume on Monday, August 5, 2013.

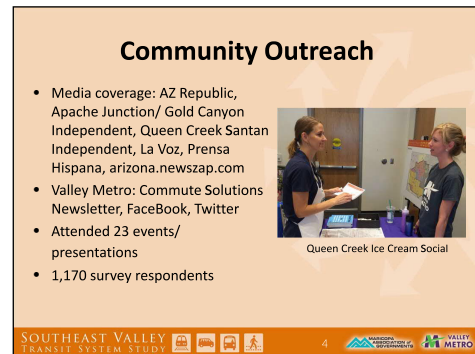
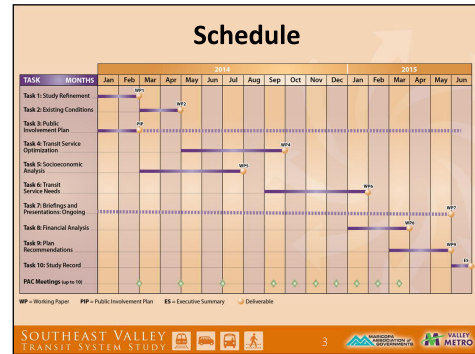
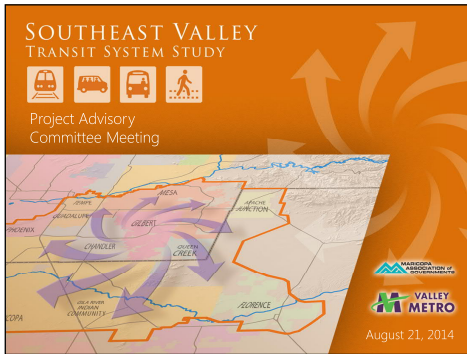
Please check valleymetro.org or call Valley Metro Customer Service at 602-253-5000 for more detailed information.

Fare Vending Machines Now In Service

Transit passengers can now purchase bus passes at any one of nine fare vending machines in Chandler. Bus passes purchased at fare vending machines are discounted compared to those passes purchased onboard the bus. Fare vending machines are located at the Chandler Park and Ride (Southwest corner of Germann and Hamilton) and at select LINK bus stations on Arizona Avenue. The LINK stations containing fare vending machines are located as follows:

- Northeast Corner of Arizona Ave. and Germann Rd.

5. Southeast Valley Transit System Study

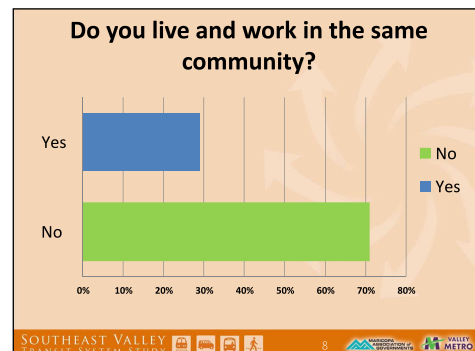
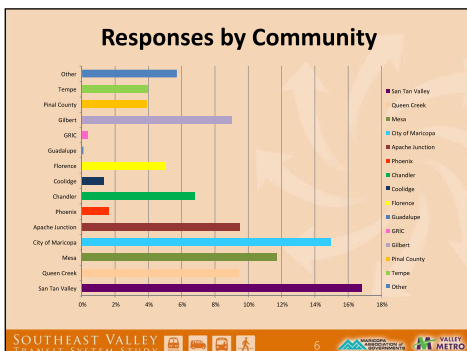
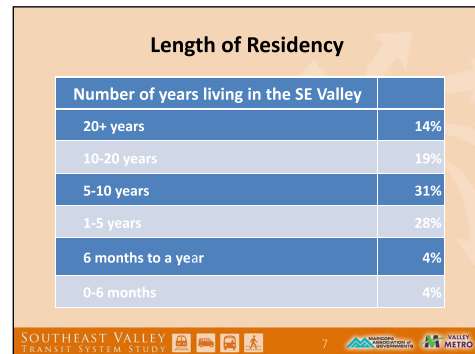
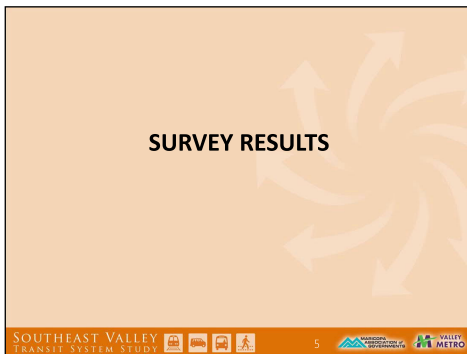


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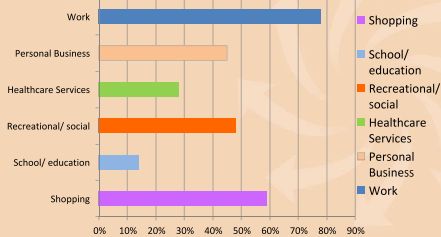
Primary Means of Transportation

Personal vehicle	86%
Valley Metro bus	5%
Carpool	3%
Bicycle	1%
Vanpool	1%
Walk	1%
Light Rail	1%
Other	2%

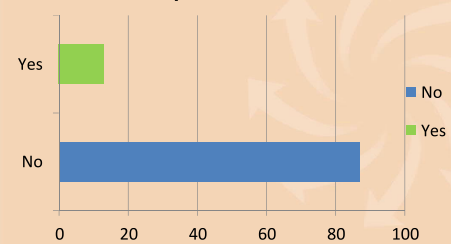
Transit Use

How often do you ride public transit?	
Less than once a week	14%
1-2 trips per week	4%
3-4 trips per week	4%
5 or more trips per week	6%
Not at all	72%

Travel Purposes



Do the public transportation options meet your needs?



5

6

8/21/2014

8/21/2014

Would you support a fare (or bus pass) increase?

Yes	50%
No	11%
Not Sure	27%
Not Applicable	12%

Would you support a tax increase to fund transit improvements?

Yes	49%
No	21%
Not Sure	27%
Not Applicable	2%

Survey Results Summary

- Largest response from periphery communities
- More than 70% of responders do not work and live in same community
- Personal vehicle is the primary mode of transportation
- Majority of responders:
 - Do not use transit
 - Feel that current options **do not** meet their needs
- About half of responders would support a fare or tax increase to fund transit improvements
- Expanded service areas and hours would encourage use

What, if anything, would encourage you to use public transit?

Extend service (geographically, days and hours)	59%
Greater frequency	27%
Lower cost/ fare	12%
Service to new areas/ destinations	51%
Nothing	12%

Travel Patterns Analysis

- Previous travel patterns analysis was high-level overview of:
 - Region wide MAG travel demand model trips
 - Pinal County Transit Feasibility Study results
 - MAG Trip Reduction Program survey results
- Current analysis focuses in more depth on:
 - Relationship of study area to region
 - District-to-district travel patterns

7

8



Vision Fest

As the feature engagement activity of the General Plan Update process, you're invited to join us May 12 through the 16 to provide feedback about your vision for Chandler's future and how you'd like to see the community develop.

Vision Workshops

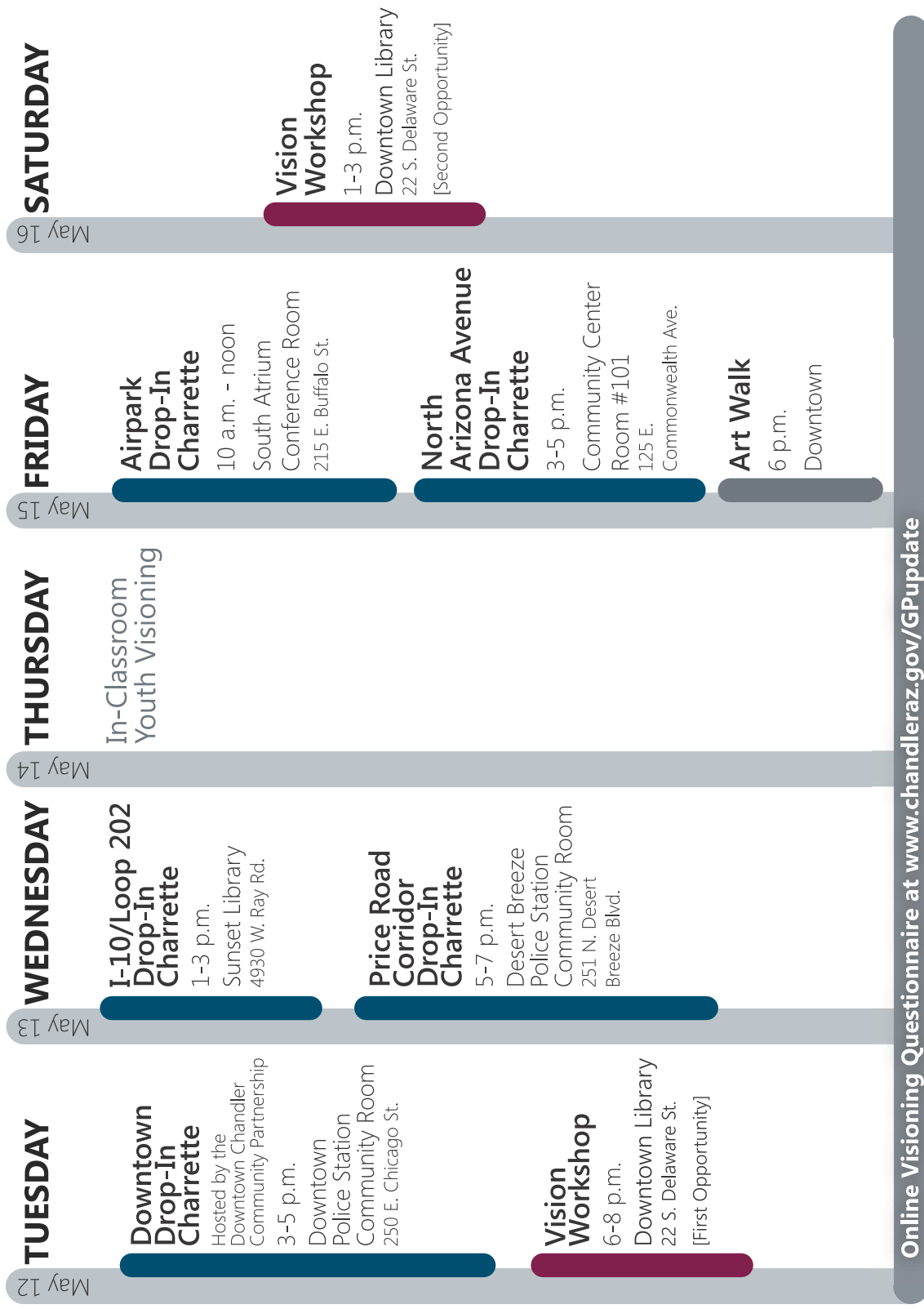
General plans address a myriad of subjects ranging from recreation to housing to transportation to land use. For those interested in the broader policy guidance general plans provide, **consider attending one of the two scheduled Vision Workshops.**

Drop-In Charrettes

Chandler has several employment and activity centers that will be addressed in the General Plan Update. For those interested in discussions about how future development will occur in specific areas, **consider attending one of five geographically-based drop-in Charrettes.**

Online

Unable to join the study team at these events? Interested in contributing more to the conversation? **Complete the Visioning Questionnaire online.**



ATTENTION 541 PASSENGERS!!!

Beginning July 23, 2012, the 541 route and schedule will change. In an effort to speed up the route, 541 will no longer stop at ¼ mile stops.

Beginning July 23, **THIS STOP WILL NO LONGER BE SERVED** by Route 541. The 541 will continue to stop at all major intersections and most ½ mile intersections.

The new 541 schedule will be as follows:

Monday-Friday AM Inbound Lunes a Viernes, de llegada por la mañana					Monday-Friday PM Outbound Lunes a Viernes, de salida por la tarde				
ARIZONA AVE AT RAY	ALMA SCHOOL AT ELLIOT	WEST MESA PARK-AND-RIDE	CENTRAL AT VAN BUREN	17TH AVE AT JEFFERSON	18TH AVE AT JEFFERSON	CENTRAL AT VAN BUREN	WEST MESA PARK-AND-RIDE	ALMA SCHOOL AT ELLIOT	ARIZONA AVE AT RAY
5:08	5:18	5:31	*6:03	*6:10	3:38	3:48	*4:23	*4:36	*4:46
5:55	6:05	6:18	*6:50	*6:57	4:10	4:20	*4:55	*5:08	*5:18
6:44	6:55	7:08	*7:40	*7:47	4:40	4:50	*5:25	*5:38	*5:48
7:14	7:25	7:38	*8:10	*8:17	5:10	5:20	*5:55	*6:08	*6:18

* These time points are estimated and should not be used to coordinate transfers. Estos horarios de paradas son estimaciones sobre las horas de llegada y no deben usarse para coordinar los transbordos.

Historically, the AM inbound 541 has arrived downtown well before the scheduled arrival time. However, **this will no longer be the case**. The new 541 schedule was designed to have the AM inbound 541 bus arrive downtown at the scheduled time (with some variations due to traffic).

Atención pasajeros: Empezando en el 23 de Julio, la ruta 541 no parará en esta parada – solo parará cada media milla. También, el horario de la ruta 541 cambiará el 23 de Julio de 2012. Lo que se ve arriba es el nuevo horario de la ruta 541. Aunque en el pasado la ruta 541 llegaba a Central y Van Buren más temprano que el tiempo listado en el horario, el nuevo horario fue diseñado para acomodar que la ruta 541 llegue a Central y Van Buren al tiempo listado en el horario. Si tiene preguntas, llame a 480-782-3402 (se habla español).

Send questions and/or comments to transit@chandleraz.gov

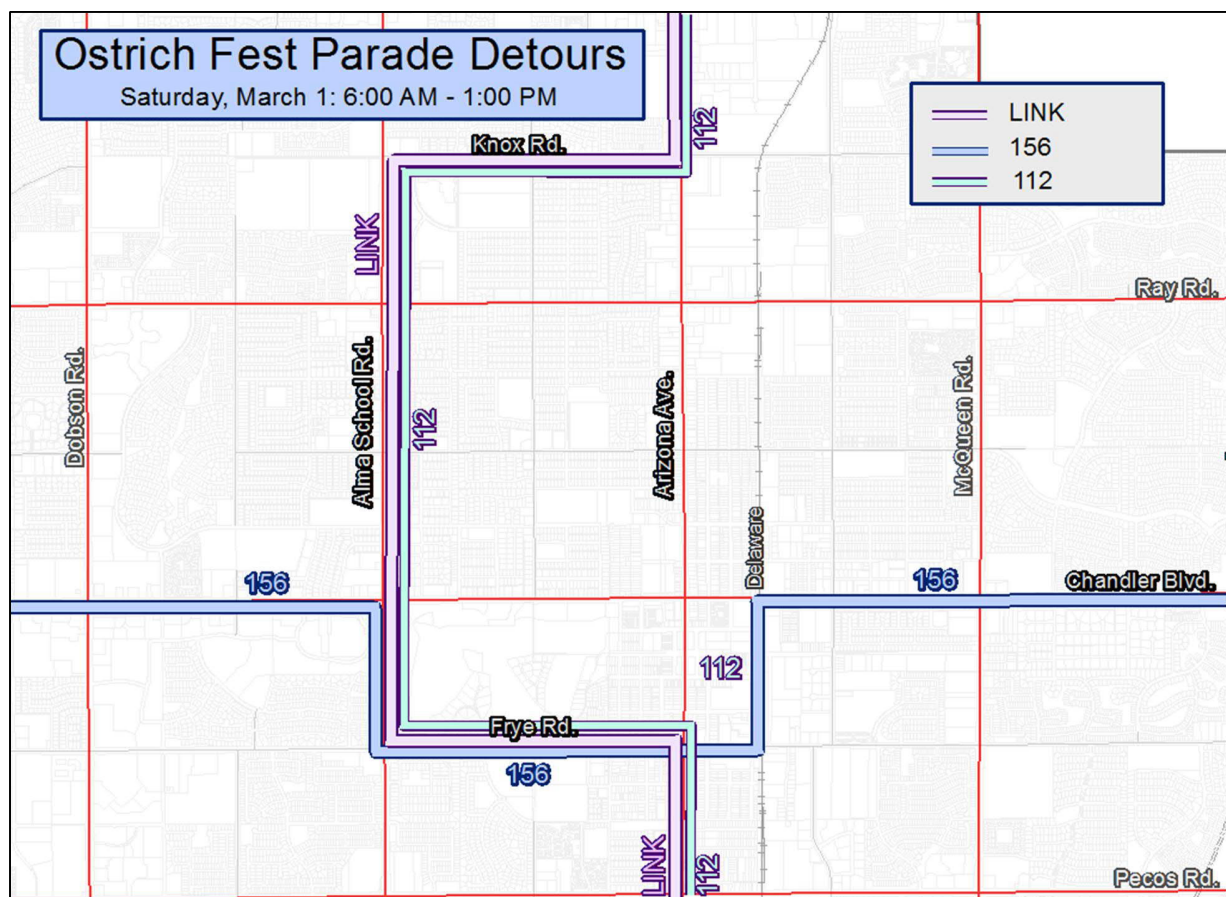
See our Web site for information on Title VI rights and updated information on service changes in Chandler:
www.chandleraz.gov/transit

Attention Passengers!!!



Due to the OstrichFest Parade on Arizona Ave, this bus stop will be closed Saturday, March 1 from 6:00 AM to 1:00 PM.

Por el desfile OstrichFest en Arizona Ave., no se usará esta parada el 1 de Marzo de las 6:00 de la mañana hasta la 1:00 de la tarde.



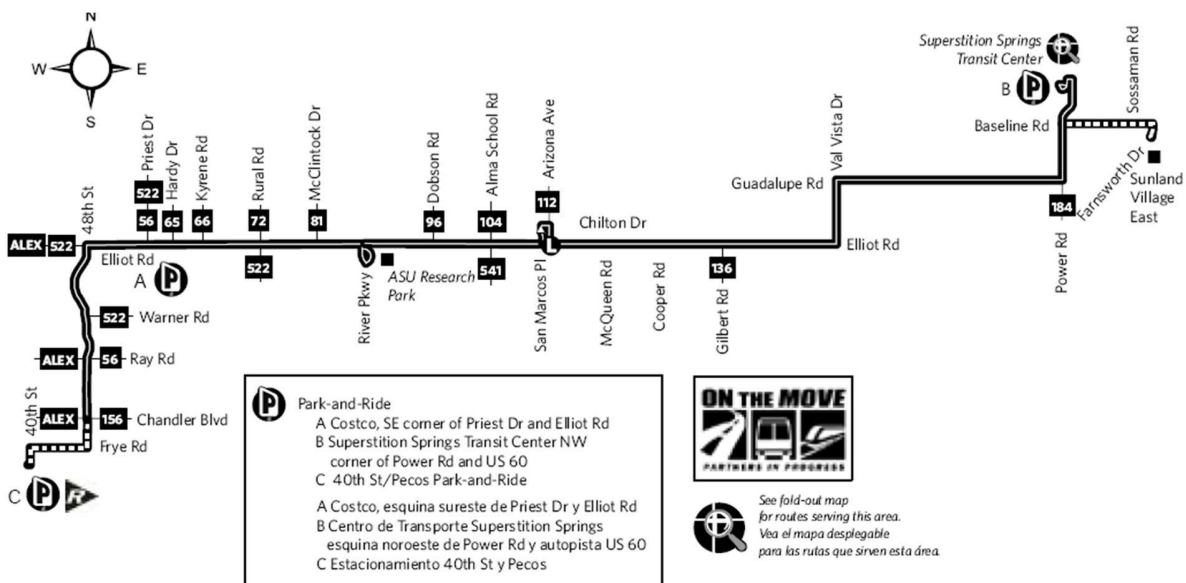
Send questions and/or comments to transit@chandleraz.gov
See our Web site for information on Title VI rights and updated information on service changes in Chandler:
www.chandleraz.gov/transit

Attention Passengers!!!



Beginning July 22, 2013, Route 108 will provide bus service every 30 minutes. Additionally, evening and weekend service will be added. The western end of Route 108 will be extended to 48th St. in Phoenix, where it will turn south and continue to Chandler Blvd.

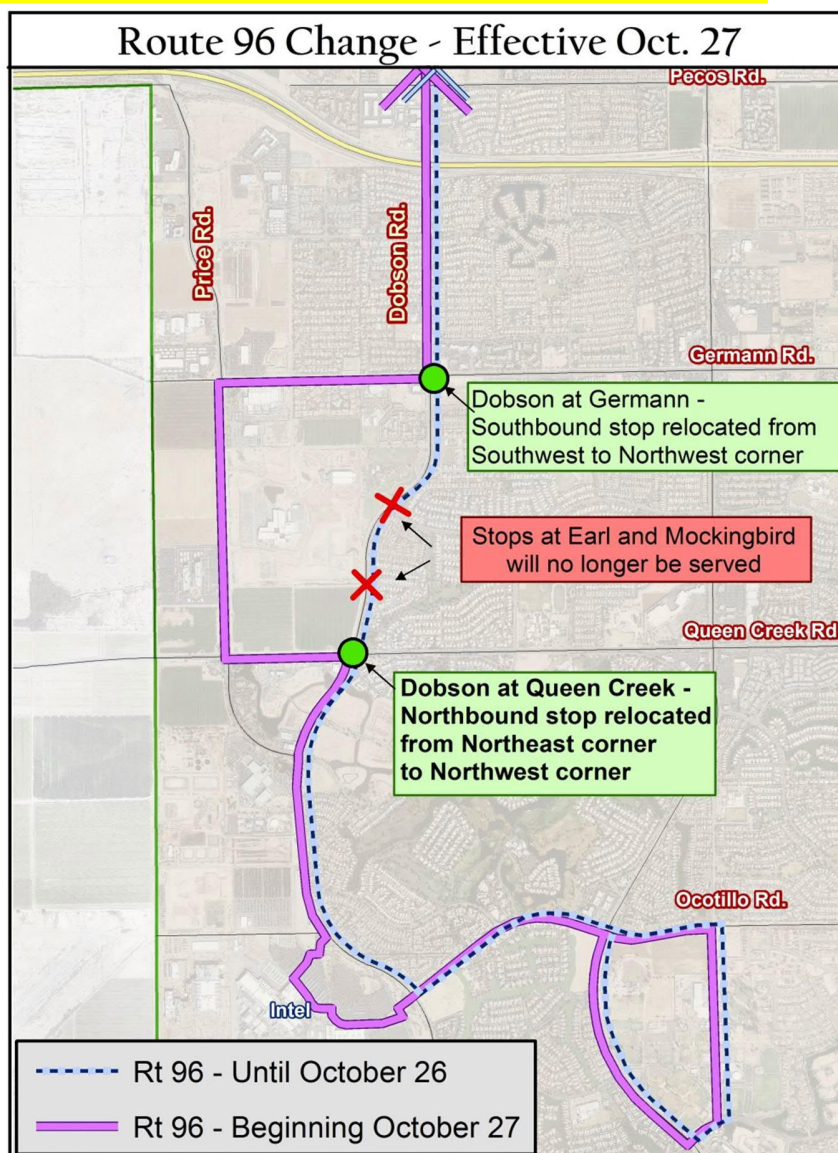
Empezando el 22 de julio, la ruta 108 proveerá servicio cada 30 minutos. También, se añadirá servicio en las noches y los fines de semana. La porción oeste de la ruta 108 se extenderá hasta 48th St. en Phoenix y seguirá al sur hasta Chandler Blvd.



Send questions and/or comments to transit@chandleraz.gov
See our Web site for information on Title VI rights and updated information on service changes in Chandler:
www.chandleraz.gov/transit

Attention Passengers!!!

Changes to Route 96 will be effective October 27, 2014. Beginning Oct. 27, this bus stop will be relocated to the northwest corner of Dobson and Queen Creek.



Please call 480-782-3440 or email transit@chandleraz.gov if you have any questions about Route 96.

Llame 480-782-3402 para información en español.



VALLEY METRO PUBLIC PARTICIPATION PLAN

Introduction

The regional transit public input/outreach process is conducted by Valley Metro for various transit-related activities and actions. Throughout the year, Valley Metro conducts public outreach activities related to capital projects, transit service changes, fare changes, and other transit-related events. This Title VI Public Participation Plan was established to ensure adequate inclusion of the public throughout the Phoenix metropolitan community in accord with the content and considerations of Title VI of the Civil Rights Act of 1964. Federal regulations state that recipients of federal funding must “promote full and fair participation in public transportation decision-making without regard to race, color or national origin.” Valley Metro uses this Plan to ensure adequate involvement of low-income, minority and limited English proficient (LEP) populations, following guidance from the Title VI Requirements and Guidelines for Federal Transit Administration Recipients Circular³ (Circular).

Involving the general public in Valley Metro practices and decision-making processes provides helpful information to improve the transit system and better meet the needs of the community. Although public participation methods and extent may vary with the type of plan, program and/or service under consideration as well as the resources available, a concerted effort to involve all affected parties will be conducted in compliance with this Plan along with Federal regulations. To include effective strategies for engaging low-income, minority and LEP populations, the Circular suggests that the following may be considered:

- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- Coordinating with community- and faith-based organizations, educational institutions and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.

³ United States Department of Transportation, Federal Transit Administration, Circular 4702.1B.

- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

Valley Metro currently practices all of these strategies, in compliance with Federal regulations, so that minority, low-income and LEP populations are informed and also have meaningful opportunities to engage in planning activities and provide input as part of the decision-making process.

Typical Public Participation Opportunities

Valley Metro provides opportunities to share information or receive public input through a variety of methods for public participation utilized to engage low-income, minority and LEP populations through many outlets.

For planning efforts, including fare and service changes, public meeting locations are held at a centralized area or near affected route areas and bilingual staff is available. Public notices and announcements are published in minority-focused publications; some examples include: the *Arizona Informant* (African American community), *Asian American Times* (Asian American community), *La Voz* and *Prensa Hispana* (Hispanic community). Press releases are also sent to these media sources regarding fare changes, service changes and other programs. Additionally, printed materials, including comment cards or surveys, are available in Spanish.

A key participation effort, the Rider Satisfaction Survey, is conducted every two years. This survey is administered on transit routes across the region, reaching transit riders that live in minority and/or low-income communities. The survey, administered in English and Spanish, measures citizen satisfaction with transit services and captures comments for improvements.

Throughout the year, minority, low-income and LEP populations have access to information via the Valley Metro Customer Service Center. The Customer Service Center is open 6 a.m. to 8 p.m., Monday through Friday; 7 a.m. to 7 p.m. on Saturdays; and 8 a.m. to 5 p.m. on Sundays and designated holidays. Customer Service staff is bilingual.

Also available is the website www.valleymetro.org. Most information including meeting announcements, meeting materials and other program information is available on the website in both English and Spanish. If users would like information in another language, Valley Metro features Google translate on its website. This allows Valley Metro to reach citizens in 91 languages with information on transportation services, proposed service changes and other programs.

Public Participation Methods

Valley Metro uses several specific public involvement techniques to ensure that minority, low-income and LEP persons are involved in transit decisions. Through the use of public involvement, media outlets and printed or electronic materials, Valley Metro disseminates information regarding planning efforts. These efforts include the activities described below.

- Public meetings, hearings and open houses are held regularly at community-familiar locations with public transportation access and at convenient times, in collaboration with our member cities. These meetings provide an opportunity to meet with citizens and receive their comments and questions on proposed service changes and other programs. For each program, Valley Metro varies its meeting format in order to best engage the targeted population.
- Valley Metro has staff available at public meetings, hearings, events and open houses to answer questions and receive comments in both English and Spanish. Valley Metro also utilizes court reporters to record verbal comments at public hearings.
- Outreach for biannual service changes and other programs are conducted at or near the affected area, for example, along an affected bus route or at an affected transfer location, thus targeting the population that may be most impacted by proposed changes to service or routes. Oftentimes, these efforts are also executed at transit stations, community centers, civic centers, or major transfer locations.
- Coordination with community- and faith-based organizations, educational institutions and other organizations occurs regularly. These coordination efforts assist Valley Metro in executing public engagement strategies that reach out to members of the population that may be impacted.
- Valley Metro conducts specially-tailored transit presentations to community groups. This includes mobility training for senior citizens and people with disabilities, as well as information on how to use the transit system for new residents and refugees. More comprehensive travel training is also conducted monthly at a regional center for customers with disabilities.
- All public meeting notices for biannual service changes and other programs are translated to Spanish. Notices regarding Valley Metro projects and programs are widely distributed to the public through multiple methods, including through community- and faith-based organizations as well as via door hangers, direct mail, newspaper advertisement, electronic messaging (email through existing database), social media, door-to-door canvassing and on-board announcements on the transit system.

- Valley Metro publishes advertisements of any proposed service or fare change in minority publications in an effort to make this information more easily available to minority populations. Additionally, Valley Metro sends press releases regarding service changes and other programs to Spanish-language media.
- Valley Metro offers online participation via social media and e-mail input as an alternative opportunity for comment.
- Major surveying efforts are conducted in both English and Spanish to ensure that the data collected is representative of the general public.
- Valley Metro Customer Service staff is multilingual.
- All comments are documented in a centralized database. For biannual service changes, comments are categorized as “in favor,” “not in favor” or “indifferent.” Comment summary information is provided to Valley Metro’s city partners for review and is also presented to the Valley Metro Board for consideration when taking action on proposed service changes.

Depending upon the type of project, program, or announcement, public participation methods may be customized to ensure that the general public is adequately involved in the decision-making process.

Conclusion

Valley Metro conducts public outreach throughout the year to involve the general public with activities and transit planning processes. Using a variety of communication techniques such as facilitating meetings at varied times and locations using multiple formats, placing printed materials at multiple outlets and providing opportunities via phone and web to share or collect information, Valley Metro ensures that outreach efforts include opportunities for minority, low-income and LEP populations that may be impacted by the activity or transit planning process under consideration. Valley Metro will continue to involve all communities in an effort to be inclusive of all populations throughout the Metropolitan Phoenix area and also to comply with Federal regulations. Valley Metro will continue to monitor and update this Inclusive Public Participation Plan as part of the Title VI Program which is updated triennially.



Public Involvement Plan

Fiesta-Downtown Chandler Transit Corridor Study

August 2015





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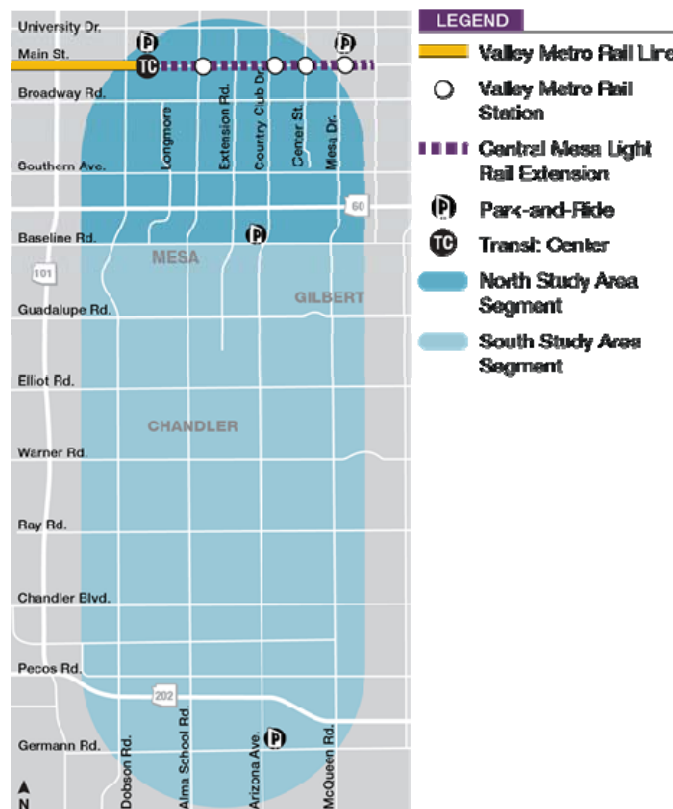
1. INTRODUCTION

There has been significant interest in advancing a future high capacity transit (HCT) option in the Arizona Avenue Corridor in Chandler and in west Mesa. The goal of the Fiesta-Downtown Chandler Transit Corridor Study (FDCTCS) is to evaluate a variety of high capacity transit (HCT) modes and appropriate corridors to determine the best option to help relieve traffic congestion and provide enhanced mobility in the study area. Chandler, Mesa, and Gilbert have partnered to identify potential transportation and land use adjustments appropriate in the short, mid- and long-term to meet the anticipated public transportation demand in the study area. The study will also identify the opportunities and challenges of advancing higher levels of transit service in Mesa within the proposed study area.

2. STUDY DESCRIPTION

The study area lies mainly in the cities of Chandler and Mesa, but also touches upon and may affect part of the town of Gilbert. Multiple activity centers, including the historic downtown areas of Chandler and Mesa, and the Mesa Fiesta District are within the proposed study area. The study area is generally bounded by Dobson Road to the West, Mesa Dr. /McQueen Road to the East, University Drive to the North, and Germann Road to the South (Figure 1).

Figure 1





Valley Metro will manage the project in partnership with the City of Mesa, City of Chandler and Town of Gilbert. The study will take approximately two years and is expected to be completed in March 2017. The Fiesta-Downtown Chandler Transit Corridor Study will identify, and document where already identified, potential transit investments and any land use adjustments appropriate in the short-, mid-, and long-term to meet public transportation demand. The long-term assessment will include the potential for a HCT solution, such as Bus Rapid Transit (BRT) or Light Rail Transit (LRT), and alignment options.

3. PURPOSE OF THE PUBLIC INVOLVEMENT PLAN

The purpose of the Public Involvement Plan (PIP) is to actively seek and obtain public and key stakeholder input throughout the course of the study. The plan is designed to ensure community engagement and integration of stakeholder input into the study findings and recommendations. The PIP will identify stakeholders and targeted activities and methods for obtaining community input. Engagement of the community throughout the process greatly increases the successful identification of community issues early on so that those issues may be adequately addressed. The activities undertaken via the public involvement plan are intended to increase all parties' understanding of the goals, needs and potential transit solutions that best meet the community's needs.

4. GOALS OF THE PUBLIC INVOLVEMENT PLAN

The goals of the PIP are as follows:

- Develop public understanding of the study
- Encourage participation
- Provide opportunities for continuous public participation
- Maintain accountability, credibility and accessibility of the study team
- Obtain meaningful input from a broad range of citizens
- Incorporate public input into the development of study recommendations

5. STRUCTURE OF THE PUBLIC INVOLVEMENT PLAN

5.1 Stakeholders

A stakeholder refers to any individual, group, or agency affected by or with an interest in the study, and includes the "general public." For this study, stakeholders can be organized into

several categories, each with its own characteristics and with specific outreach techniques used to engage them. The stakeholder categories include Agencies/Organizations, General Public, Specifically-Targeted Stakeholders, and Business Community.

5.1.1 Agencies/Organizations

Composition: Individuals and members of government or civic organizations affected by the study. This includes agency staff, City/Town Boards and Commissions or Committees, and City/Town Councils. Examples for this study include:

- City of Chandler
 - Transportation Commission
 - Mayor's Commission for People with Disabilities
 - Neighborhood Advisory Committee
 - Citizen Advisory Committee (General Plan Update)
 - City Council
 - City staff
- City of Mesa
 - Transportation Advisory Board
 - City Council
 - City staff
- Town of Gilbert
 - City Council
 - Planning Commission
 - Town staff

Other special interest groups that comprise this category include various Chambers of Commerce, downtown or business district associations, key stakeholders and community groups. For this study, examples include:

- City of Chandler
 - Chandler Chamber of Commerce
 - Downtown Chandler Partnership
- City of Mesa
 - Mesa Chamber of Commerce
 - Fiesta Business District
 - Mesa Community College
 - Banner Desert Medical Center



- Town of Gilbert
 - Gilbert Chamber of Commerce
- Regional and Community Groups
 - East Valley Partnership
 - Neighborhood associations
 - Businesses – local and regional

Valley Metro will collaborate with the Project Management Team (PMT) to determine the appropriate level of outreach warranted for the agencies and organizations listed in this section.

5.1.2 General Public

Composition: This group is all encompassing, including all individuals and groups in the study area and beyond. This group includes:

- Individuals more indirectly affected by the study than stakeholders, for example, someone who might live outside of the study area but either drives through the area and/or plans to use transit in the future.
- People with a general interest in the study.

Because of its size and diversity, the general public is typically the most difficult group to engage. Public involvement activities have been designed to reach both the “public” within the study area (aka “stakeholders”) and the “public” within the region (the “region” is defined as the metropolitan area). Different groups may be identified based on their geographic location, role in the study and maybe impacted differently based on the stage of the study.

5.2 Specifically-Targeted Stakeholders

Composition: Within and among the stakeholder categories described above, there are a few distinct groups that will require targeted and creative collaboration.

- Current Transit Riders (including transit centers and park and rides)
- Registered Neighborhoods
- Persons with Disabilities
- Title VI and Environmental Justice Communities (Elderly/ Minority Community)
 - As part of the outreach efforts, partnerships with existing community organizations, neighborhood organizations, faith-based groups, and citizens’ groups will be sought

to ensure information is accessible to Title VI and Environmental Justice Communities.

Activities specifically designed to engage Registered Neighborhood communities and the Title VI and Environmental Justice Communities are incorporated into Section 6, Public Involvement Activities, below.

5.3 Business Stakeholders

Composition: This group includes individual and corporate business owners and business property owners within the study area. Owners may be local, in state, or out of state. This group includes, but is not limited to:

- Retail businesses
- Grocery stores
- Restaurants
- Service industry
- Motels and hotels
- Information technology
- Finance & insurance
- Real estate
- Professional services
- Transit-supportive industries
- Knowledge-based
- Entertainment

This is another challenging group to engage because of building vacancies, out-of-state owners, multiple management companies, and turnover of primary contacts. Community Relations staff will use the following methods to engage these stakeholders:

- Door-to-door canvassing as determined in coordination with the study team to provide residents and businesses in the area information on the study's status and to gain input.
- Presentations to neighborhood groups at established meetings.
- E-mail notifications of study materials.
- Development of a study stakeholder database to keep contact information and communication records.

6. PUBLIC INVOLVEMENT ACTIVITIES

Public involvement activities are linked to key activities and milestones so that the input from the community can be incorporated at the appropriate and most effective times throughout the course of this study. During the Needs Identification phase of the study, staff will engage key stakeholders (agencies and organizations) to gain their opinions on current and future local transit needs. Once feasible alternatives have been identified, stakeholders will be engaged to

assist with development of and provide input on proposed alternatives for local transit and regional connections.

6.1 Needs Identification Phase

The study effort will include an evaluation of the transit ridership market, an analysis of existing and future conditions, and preliminary service options.

6.1.1 Objectives

Outreach objectives in this phase include the following:

- Identify stakeholders
- Seek input on local transit needs

6.1.2 Activities

Outreach activities in this phase include the following:

- Set up a stakeholder database using Valley Metro's Stakeholder Management System. This database, updated regularly, will contain stakeholder contact information and documentation of stakeholder communication.
- Develop supporting materials, including:
 - Study fact sheet
 - PowerPoint presentation
 - Web page information (e.g., maps, schedule, process)
- Conduct agency stakeholder interviews with key city staff from the Planning/Community Development, Transportation, Public Works and Economic Development departments to gather information about the overall development vision for each municipality.
- Review and analyze community input received during the Southeast Valley Transit System Study (SEVTSS), Mesa Central Main Plan, Gilbert Transportation Plan, and Chandler General Plan. Although fairly general, some of the information received through the study surveys may also help inform the project team for this Fiesta-Downtown Chandler Transit Corridor Study. After a full evaluation of the other survey results, the project team will determine if an additional survey for this study should be conducted.
- Meet with/present to agencies and organizations directly impacted or who represent businesses in the area (i.e., Mesa Community College, Banner Desert, Downtown Chandler Partnership, chambers of commerce and the Fiesta Business District).
- Provide briefings to elected officials.

- Hold one-on-one meetings with stakeholders as needed.
- Respond to and document stakeholder inquiries and requests for information.

6.2 Alternatives Phase

The Alternatives Phase is one in which stakeholders will be engaged to provide feedback on the alternatives developed by the technical team.

6.2.1 Objectives

Outreach objectives in this phase include the following:

- Present alternatives development process and preliminary results.
- Solicit feedback on alternatives and identify preliminary opinions and preferences.

6.2.2 Activities

Outreach activities for the Alternatives Phase of the study will include:

- Present alternatives and gather feedback from key stakeholder agencies and organizations engaged during the Needs Identification Phase.
- Conduct public meeting/open house to present alternatives and solicit feedback.
- Update web page information, including a survey or feedback form.
- Develop materials for briefing appropriate boards or commissions.
- Continue to respond to and document stakeholder inquiries and requests for information.

6.3 Draft Recommendations

The Draft Plan is the final document that should reflect both a sustainable and community-supported solution.

6.3.1 Objectives

Outreach objectives in this phase include the following:

- Present and seek input on:
 - Specific recommendations (phased) for each jurisdiction based on demand, community support and financial feasibility.
 - Potential service plans for each jurisdiction, including route alignments, level of service, and infrastructure needs.

- Recommended actions to undertake within each jurisdiction to prepare for implementation of the plan.

6.3.2 Activities

- Conduct public meeting/open house to present draft final plan and solicit feedback.
- Update web page information, including a survey or feedback form.
- Develop materials for briefing appropriate boards or commissions.
- Continue to respond to and document stakeholder inquiries and requests for information.
- Prepare public involvement summary report.

7. MEDIA PLAN

Good relationships with the community and news media are a critical component of planning and implementing transit systems. To help the study stay on schedule and maintain solid public support, the Communications Section has developed a Media Plan that identifies strategies that will be implemented to communicate with the public. In addition, the project team will develop community and study talking points to ensure consistency and accuracy in the messages being delivered to the public about the study.

The Media Plan serves as a means of ensuring the media and public are kept informed of study progress and status. The plan outlines public input in the planning and decision-making processes of the FDCTC study.

The goals of the Media Plan are to:

- Build broad public awareness of, and support for, the study.
- Establish a means of communicating to the public at key milestones in the Needs Identification and Alternatives phases.
- Educate the media through print, television, social media, and radio to ensure proper coverage.
- Provide an opportunity for educating the public about the importance of this study to the community; and;
- Ensure consistency and accuracy in the messages being delivered to the public about the study.

Highlights of the Media Plan include:

7.1 Updates

Study updates will be produced at key milestones as determined by the study team. Updates will provide information about the status of the study and announce upcoming public meetings. Hard copy updates will be produced and used to distribute at events, community meetings, etc. In addition, a PDF version will be available to distribute electronically to stakeholders and to post on the study websites.

7.2 Targeted News Articles

At various milestones, targeted news articles will be developed and distributed to the secondary newspapers to provide organizations or agencies with study information. These articles will focus specifically on the special interests that are targeted.

7.3 Media Kits and Media Advisories

One strategy in sharing information with the media is the use of media kits and media advisories for key milestones in the study. Media kits can be assembled and available for distribution at the key milestones in the process as agreed upon by the study team or as requested by partnering Cities or Towns. Depending on the milestone, the kits may include the following information:

- Press releases and meeting announcements
- Agency information
- Study team contacts
- Statistical information about region
- Study information
- Maps/photographs/graphics
- Fact sheets
- Schedules and timetables
- Cost estimates
- News media clippings
- Quotes (elected officials, neighborhood activists)

8. INCORPORATING INFORMATION FROM THE PUBLIC

The PIP will include consistent procedures for recording and responding to public comment and for relaying public comment to key study team members and decision makers. All comments will become a part of the permanent record. All communications with stakeholders within study area will be recorded in the FDCTCS community relations database, which records a running history of events and stakeholder communication.

Public comment received via e-mail, fax, mail, and telephone will be archived in the study files. Feedback forms and comment cards will be distributed at group presentations, public meetings, and events. These will be recorded and follow-up action (e.g., response to questions) taken when appropriate. Public comments received at public meetings will be recorded in the meeting minutes and will be part of the permanent record.

At the conclusion of the study, a summary report will be prepared, compiling and documenting public involvement activities.

9. EVALUATION

Throughout the course of the implementation of the PIP, results and effectiveness will be evaluated and compared against the PIP goals and objectives. If particular activities are not meeting the objectives of the PIP, the program activity will be modified or replaced with an alternative activity.

Tools to evaluate the effectiveness of the program will include:

- Program Review and Approval – the PIP will be reviewed by the FDCTCS team and appropriate staff. Additionally, PIP products will undergo review processes to ensure consistency of messages and to ensure that study team members are apprised of information being distributed to the public.
- Comment Cards – comment cards will be provided at all public involvement events and meetings. These cards can be turned in at the time of the meeting, or mailed at a later date. The cards are preaddressed and have pre-paid postage to encourage mailback. The cards do not ask specific questions, rather, provide space for respondents to provide comments on any topic. The comment card will include an option for the person to be added to the study mailing list.
- E-mail – all e-mail received regarding the FDCTCS is regularly monitored by Valley Metro's Community Relations (CR) Coordinator. The CR Coordinator's e-mail address will be published on all public involvement communication materials and suggestions or comments about the study and/or the public involvement process encouraged. Those



comments and suggestions will be recorded and included in the comment and response feedback process.

Information regarding the effectiveness of the program will be solicited from the study team.

10. DOCUMENTATION

All outreach, communication, and interaction with stakeholders and the public, as described in Section 8.0, will be recorded, photographed, and archived through Valley Metro's Stakeholder Management System as part of the permanent record.

11. LESSONS LEARNED

The FDCTCS team will be surveyed at the conclusion of the study to provide input on all elements of the PIP to incorporate in future phases or additional studies that may develop as a result of the study.



Attachment 2: Valley Metro Language Assistance Plan



LANGUAGE ASSISTANCE PLAN

Federal agencies have published guidance for their respective recipients in order to assist them with their obligations to limited English proficiency (LEP) persons under Title VI. This order applies to all state and local agencies that receive federal dollars. The explanation of the required Language Assistance Plan outlined below is based on federal guidance provided in Federal Transit Administration (FTA) Circular 4702.1B.

Language Assistance Needs Assessment – Four Factor Analysis

The following outlines how to identify a person who may require language assistance, the ways in which Valley Metro and the City of Phoenix Public Transit Department, provides such assistance, any staff training that may be required to provide such services, and the resources available to reach out to the people who may need language assistance service. In order to prepare the Language Assistance Plan (LAP), a needs assessment is conducted utilizing the four factor analysis. The four factors are:

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by Valley Metro and City of Phoenix Public Transit Department services and programs.

Factor 2: The frequency with which LEP persons come into contact with Valley Metro and City of Phoenix Public Transit Department services and programs.

Factor 3: The nature and importance of the Valley Metro and City of Phoenix Public Transit Department services and programs in people's lives.

Factor 4: The resources available to the Valley Metro and the City of Phoenix Public Transit Department for LEP out-reach, as well as, the costs associated with the out-reach.

The following is an explanation of what is to be included in the four factor LEP population needs assessment. In addition to the following explanation, Valley Metro has conducted a thorough LEP four factor analysis and resulting Language Access Plan to be utilized by all Valley Metro member agencies. Please refer to Attachment A for the Language Assistance Plan.

Factor 1: The number or proportion of LEP persons eligible to be served or likely to be encountered by the Valley Metro and City of Phoenix Public Transit Department services and programs.

An effective Language Assistance Plan is the preferred way of determining the extent to which the transportation needs of the LEP population mirror those of the community at large and the extent to which LEP persons have different needs that should be

addressed through the transit service planning and facilities project development process.

Demographic Profiles for Communities of Concern Communities of concern describe populations that have been determined by the federal government as benefiting from protections to ensure their meaningful involvement in planning and services. These vulnerable populations have been identified through the Civil Rights Act of 1964, Executive Order 12898, and Executive Order 13166 to end discrimination and ensure equal access to all federally funded services.

To assist with the identification of Title VI neighborhoods, the presence of Title VI populations is compared against the Maricopa County average for each community of concern. Linguistic isolation follows federal guidance at five percent within a census block of 1,000 people or more within a neighborhood. Based on the 2008 to 2012 American Community Survey five-year estimates, the threshold for each mandated community of concern is as follows:

Communities of concern are identified as those census tracts where the identified group represents a percentage of the population equal to or greater than that of the Maricopa County average. Federal guidelines state that minority populations should be identified where either (a) the minority population of the affected area exceeds 50 percent, or (b) the minority population percentage of the affected area is measurably greater than the minority population percentage in the general population or other appropriate unit of geographic analysis—in this case, Maricopa County.

Limited English Proficient (LEP) households: A person with limited English proficiency is described as a person who does not speak English as a primary language and has a limited ability to read, write, speak and understand English. An area is identified as LEP when five percent or more of the population, or 1,000 people within a neighborhood, fit this definition. The Census Bureau further defines households as linguistically isolated when there are no members aged 14 years and over who speak only English or who speak a non-English language and speak English “very well.” In other words, all members of the household ages 14 years and over have at least some difficulty with English.

Factor 2: The frequency with which LEP persons come into contact with Valley Metro and City of Phoenix Public Transit Department services and programs.

The Valley Metro Planning and Community Relations divisions have conducted a thorough analysis of the frequency with which LEP persons come into contact with the Valley Metro system through a combination of surveys to community groups serving this population, as well as demographic mapping of service crossing census tracts with greater than average concentration of minority, low income and LEP populations. Please refer to the in-depth LEP analysis conducted by Valley Metro in *Attachment A:*

Valley Metro Limited English Proficiency Four Factor Analysis and Language Access Plan.

Factor 3: The nature and importance of the Valley Metro and City of Phoenix Public Transit Department services and programs in people's lives.

An analysis of benefits and burdens is a critical component of the Valley Metro and City of Phoenix Public Transit Department's Title VI Program. The Valley Metro Community Relations department, in partnership with the City of Phoenix Public Transit Department, analyzes the feedback reported by communities of concern to determine the potential benefits and burdens of a transportation service or fare change on the population. In addition, proposed transportation improvements are analyzed and documented to determine if the improvements impose a disproportionate burden on the communities of concern. This analysis, as well as the input from communities of concern, is incorporated as proposed service and fare changes advance through the Valley Metro and City of Phoenix committee, board and council processes for approval. Feedback from Title VI populations will be used to assess any enhancements to the Title VI Plan on a biennial basis.



Language Assistance Plan

Title VI Program

May 2015



1.0 INTRODUCTION

In 1993, the Valley Metro Regional Public Transportation Authority (RPTA) board adopted the name Valley Metro as the identity for the regional transit system in the Phoenix metropolitan area. Under the Valley Metro brand, local governments joined to fund the Valley-wide transit system that serves more than 73 million riders annually. Valley Metro provides fixed route bus service, light rail service and complementary paratransit service across the region. Valley Metro distributes transit funds from the countywide transit sales tax to its member agencies including the cities of Tempe, Mesa, Glendale, Phoenix, Buckeye, Tolleson, Wickenburg, Surprise, Peoria, Chandler, Gilbert, El Mirage, Avondale, Goodyear, Scottsdale, and Maricopa County. For the most part, Valley Metro and its member agencies utilize service providers for operations of bus, light rail and paratransit services. The cities of Glendale, Scottsdale, Peoria, and Phoenix contract some of their service directly to service providers.

The regional transit system has 44 local bus routes, 15 key local bus routes, 1 limited stop peak and 2 limited stop all-day routes, 20 Express/RAPID routes, 19 community circulator routes, one rural connector route, and one light rail system for a total of 103 regional routes. Eight regional entities provide Dial-a-Ride service for seniors and persons with disabilities, as well as ADA paratransit service for those who are unable to use fixed route bus service.

Valley Metro and the region supports the goal of the U.S. Department of Transportation (USDOT) limited English proficient (LEP) guidance to provide meaningful access to its services by LEP persons. The Federal Transit Administration (FTA) notes that transit agencies that provide language assistance to LEP persons in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from using the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options.

1.1 Regulatory Guidance

Title VI of the Civil Rights Act of 1964, provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," issued on August 11, 2000, directs each federal agency to publish guidance for its respective recipients in order to assist with its obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Providing English-only services may constitute national origin discrimination in violation of Title VI and its implementing regulations.

The FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients”, issued in October 2012 reiterates this requirement. Chapter III states that — FTA recipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (page III-6).”

In the Phoenix Metropolitan Area, there are over seventy different languages identified in households where English is not the predominate language. Using the “Four Factor Analysis” prescribed by the FTA, this plan was developed to ensure that all transit providers effectively communicate with all users of the public transportation agency’s services provided.

1.2 Four Factor Analysis

The FTA Circular 4702.1B identifies four factors that recipients of federal funds should follow when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four factor analysis involved the following:

1. Identify the number or proportion of LEP persons eligible to be served or likely to be encountered with transit service.
2. Determine the frequency with which LEP individuals come in contact with transit service.
3. Determine the nature and importance of transit service provided to LEP individuals.
4. Assess the resources available to the recipient for LEP outreach, as well as costs associated with that outreach.

This document describes Valley Metro’s four-factor analysis and summarizes its LEP efforts, including staff training, followed by a description of how the plan will be monitored and updated.

2.0 LIMITED ENGLISH PROFICIENT POPULATION (FACTOR 1)

The Factor 1 analysis assessed the number and proportion of persons with limited English speaking proficiency likely to be encountered within the service area, which is defined as a one-half mile radial buffer around all fixed route services. The LEP population is those individuals who reported to the Census Bureau that they speak English “less than very well.”

2.1 Evaluation Methods and Data Sources

In accordance with the FTA's policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their language characteristics through an analysis of available data. Determining the presence of LEP populations in the Valley Metro service area was completed through an analysis of several data sources, including:

- U.S. Census Bureau, Census 2000
- U.S. Census Bureau, 2013 American Community Survey (ACS) 5-Year Sample

The U.S. Decennial Census 2010 data was not used, as the 2010 Census did not include language specific information on the census forms. The Census 2000 data provides some general information about language groups that is included below; though recognized to be 15 years old. Notably the demographic landscape has transformed since 2000, though this dataset provides a historical comparison and additional insight given the long form of Census 2000 provided more detailed sampling for population characteristics like language proficiency as compared to Census 2010 and the ACS, which is more of a random sample.

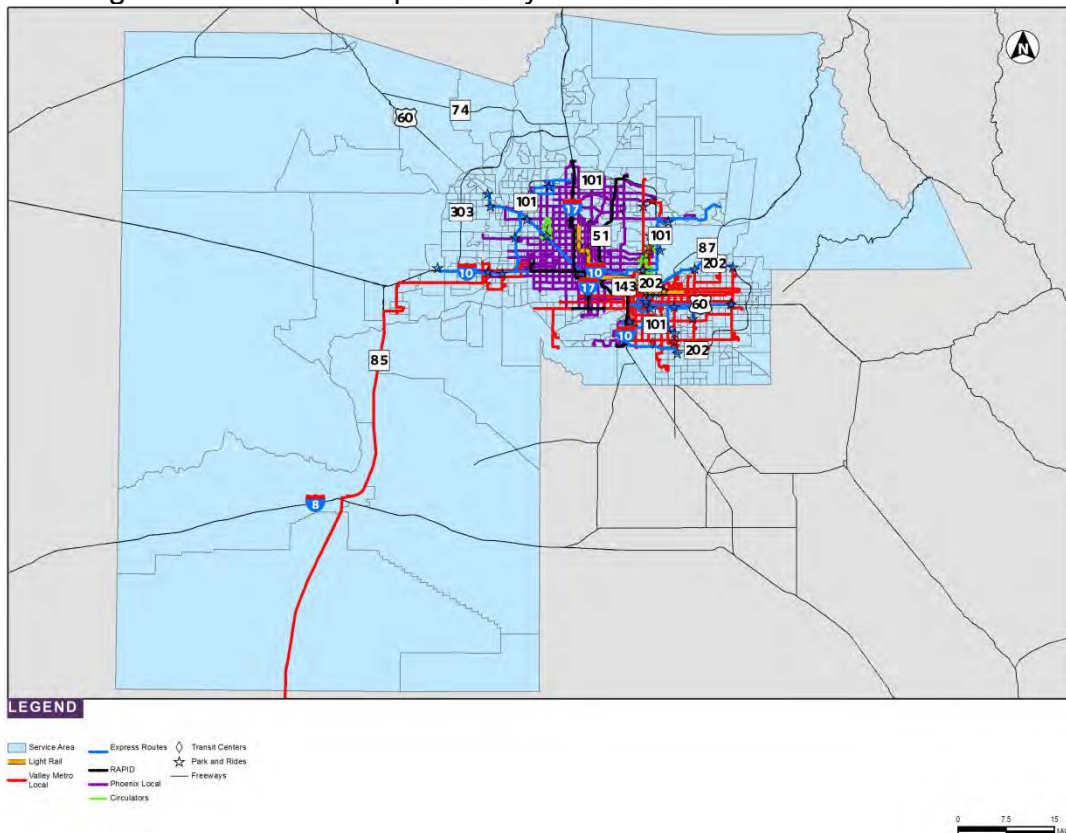
2.2 LEP Population Identification

FTA describes LEP persons as having a limited ability to read, write, speak, or understand English. For this LEP analysis, those who reported to the Census Bureau that they speak English "less than very well" were used to tabulate the LEP population for the transit service area.

Census 2000

U.S. Decennial Census 2000 provides information about English language proficiency within the Valley Metro service area. The census provides information on languages; recognizably this data is 15 years old and may not reflect the current state of the region. These data are available at the census block group and census tract level. There are 618 census tracts with one-half mile of fixed transit service. Figure 1 depicts the census tracts within the County. Census tracts encapsulated within the one-quarter mile buffer are also included in the estimates.

Figure 1: 2015 Maricopa County and Fixed Route Transit Service



The Census 2000 data include the number of persons ages 5 and above who self-identified their ability to speak English as “very well”, “well”, “not well”, and “not at all”. Table 1 shows English proficiency for the County and for Valley Metro’s service area using the Census 2000 data. The table shows that 12.1 percent of the population age 5 and over within the service area reported speaking English less than very well and is considered the overall LEP population. The census tracts within one-half mile of fixed route service have slightly higher population of LEP than Maricopa County.

Table 1: 2000 Census Data by Location

County or Area	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Maricopa County	2,832,694	2,148,696	355,963	328,035	11.6%
Census Tracts within ½ -mile fixed routes	2,651,705	1,986,112	344,003	321,590	12.1%

Table 2 displays the data on English language proficiency for the census tracts within one-quarter mile around the fixed route service population ages 5 years and above by the linguistic categories identified by the U.S. Census Bureau, which include Spanish,

Indo-European, Asian or Pacific Islander, and All Other Languages. Predominately the population self-identified as speaking English less than “Very Well” is of Spanish language group, encompassing 10.4 percent of the total population ages 5 years and over. Indo-European, Asian or Pacific Islander, and All Other Languages groups comprised 1.7percent of the population. Of all those speaking English less than very well, the Spanish group comprises 86.0 percent of the total population over age five with limited English proficiency.

Table 2: 2000 Census Data by Language Category

Language Category	Total Population Age 5 and Over	Speaks English				Percentage Less than Very Well
		Very Well	Well	Not Well	Not At All	
Total	2,651,705	344,003	133,047	113,289	75,254	12.1%
English	1,986,112	-	-	-	-	0.0%
Spanish	528,613	252,587	103,991	99,549	72,486	10.4%
Indo-European	66,605	47,582	12,276	5,667	1,080	0.7%
Asian or Pacific Islander	44,109	24,273	12,210	6,372	1,254	0.7%
All Other Languages	26,266	19,561	4,570	1,701	434	0.3%

The Census 2000 data also provide information on linguistically isolated households. “A linguistically isolated household is one in which no member 14 years old and over (1) speaks only English and (2) speaks a non-English language and speaks English ‘very well.’ In other words, all members 14 years old and over have at least some difficulty with English” (Census 2000). In total, the Census 2000 Summary File 3 data identified 1,048,128 households. The entire membership of a linguistically isolated household would be considered LEP. Table 3 details those data for linguistically and non-linguistically isolated households by language category.

Table 3: 2000 Census Data by Linguistically Isolated Households

Language Category	Total Households	Isolated Households	Non-isolated Households	Percentage Isolated Households
Census Tracts 1/2 mile fixed routes	1,053,667	62,471	201,748	5.9%
English	788,723	-	-	-
Spanish	190,507	51,213	139,294	4.9%
Indo-European	40,883	5,161	35,498	0.5%
Asian or Pacific Islander	20,853	4,744	16,109	0.5%
All Other Languages	12,701	1,405	11,296	0.1%

Within the fixed route transit area 5.9 percent of households are considered linguistically isolated. Again, these are predominately Spanish households making up 4.9percent of the total. Remaining languages comprise 1.1percent of households that are classified as linguistically isolated.

Figure 2 shows a map depicting the concentrations of linguistically isolated households in census tracts within one-quarter mile of fixed route service. Most areas throughout the region are mixed, though there are a few pockets of Census blocks that have concentrations of linguistically isolated households, thus identified as persons with limited English proficiency.

American Community Survey

The American Community Survey (ACS) is a continuous nationwide survey conducted monthly by the U.S. Census Bureau to produce annually updated estimates for the same small area (census tracts and block groups) formerly surveyed via the decennial census long-form survey. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis. It is important to note that the ACS does not provide official counts of the population between each decennial census, but instead provides weighted population estimates.

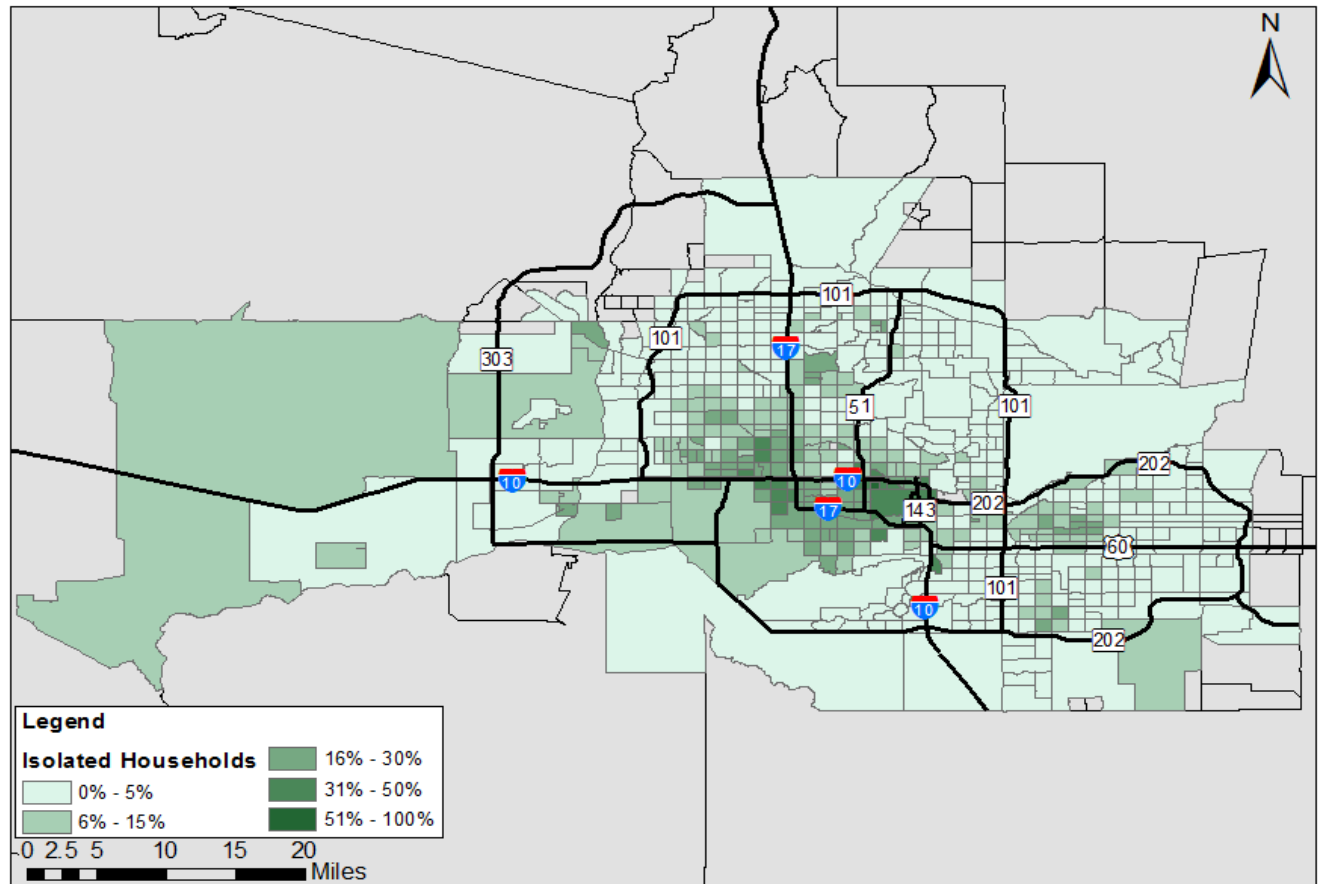
Figure 3 shows the census tracts within the ½ mile buffer of transit routes. Census tracts encapsulated within this area are included in the estimates though they may not be within a ½ mile of a fixed route.

Within this area, the most recent census data from the ACS 2013 data estimate the population age 5 years and older within the service area to be 3,051,428 with 340,076, or 11.1 percent, of the population is LEP; see Table 4.

Table 4: ACS 2013 Data by Location

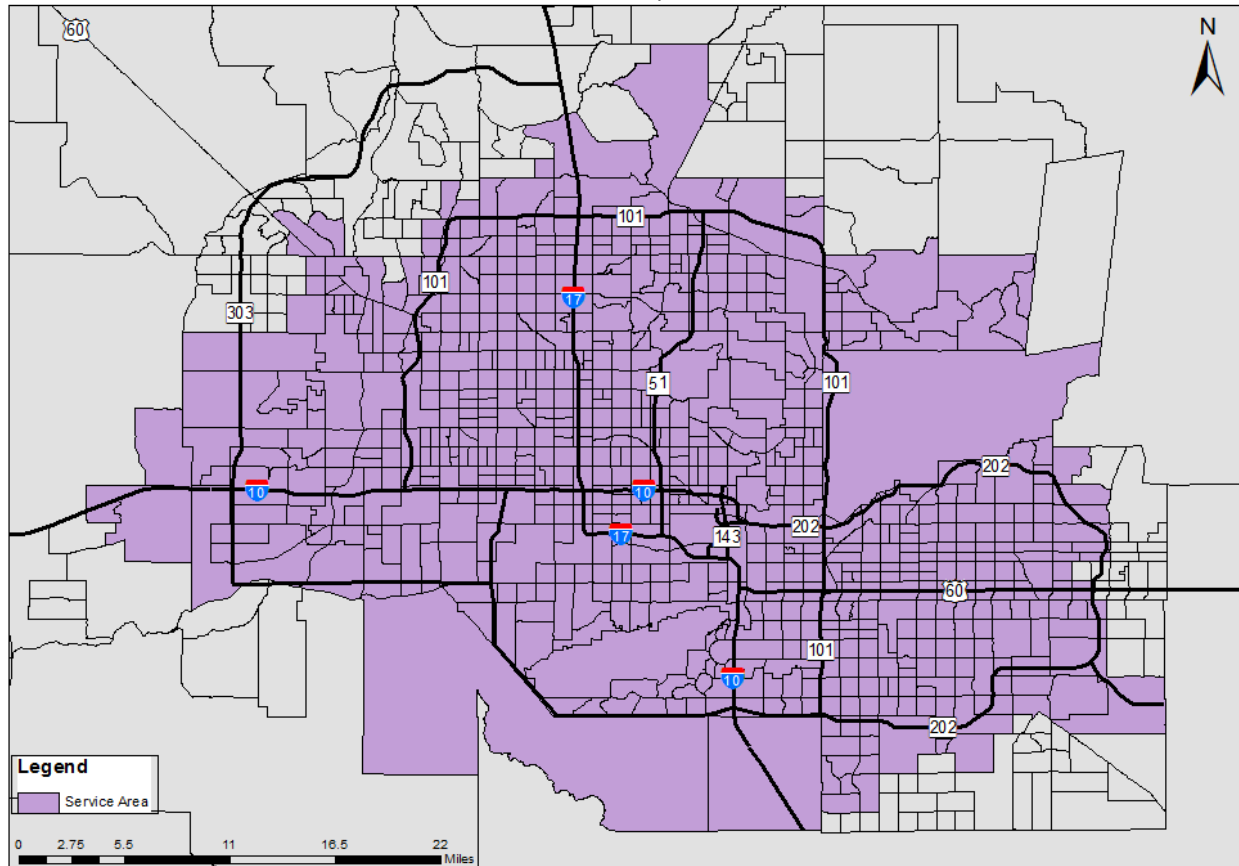
County or Area	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Maricopa County	3,610,510	2,660,946	589,679	359,884	10.0%
Census Tracts 1/2-mile fixed routes	3,051,428	2,171,136	540,216	340,076	11.1%

Figure 2: Census tracts with Linguistically Isolated Households



Source: Census 2000

Figure 3: 2015 Census Tracts within One-Quarter Mile of Fixed Route Service (ACS 2013)



Source: ACS 2013

The ACS data show 19 languages or language groups with 1,000 or more LEP persons. However, only one LEP population exceeds 5 percent of the total population of persons eligible to be served or likely encountered. Table 5 shows the populations that meet either of these thresholds using ACS 2013 population by language and ability, sorted by percentage of LEP population.

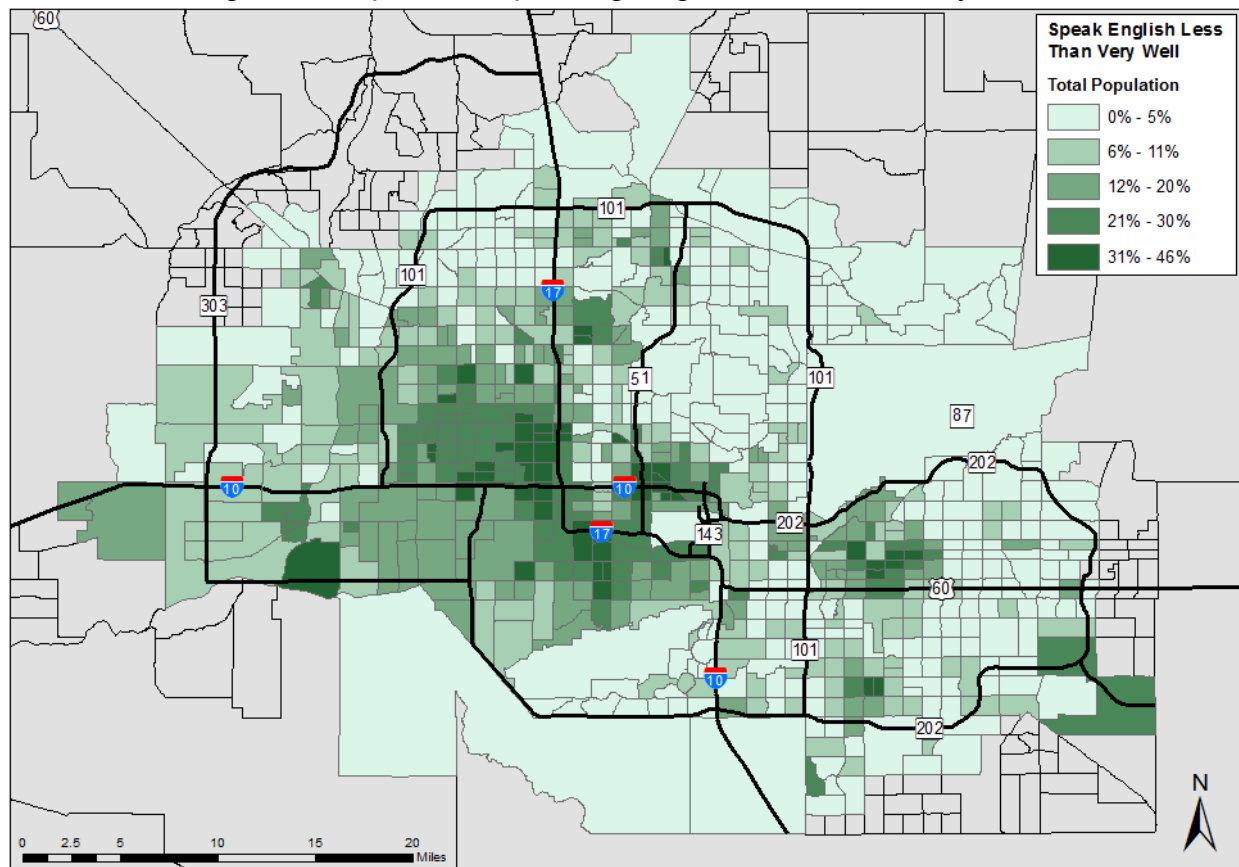
Table 5: ACS 2013 Data by Language within One-Quarter Mile of Fixed Route Service

Language	Speak English		Total Population	Percentage of Language LEP of Total LEP Population
	Less Than Very Well	Very Well		
All Languages	340,076	-	-	100%
Spanish	275,370	416,599	691,969	81.05%
Chinese	9,005	8,305	17,310	2.65%
Vietnamese	9,391	5,669	15,060	2.76%
Arabic	4,908	7,552	12,460	1.44%
Tagalog	4,114	8,918	13,032	1.21%
Other Asian	3,549	7,208	10,757	1.04%
African	3,301	4,485	7,786	0.97%
Korean	3,105	3,568	6,673	0.91%
Serbo-Croatian	2,833	4,177	7,010	0.83%
Other Languages	2,227	1,844	4,071	0.65%
Other Indo European	2,132	3,494	5,636	0.63%
Other Indic	1,894	3,989	5,883	0.56%
French	1,788	7,299	9,087	0.53%
Persian	1,788	2,821	4,609	0.53%
Other Pacific Island	1,278	3,037	4,315	0.38%
Russian	1,245	3,017	4,262	0.37%
Japanese	1,236	2,474	3,710	0.36%
Navajo	1,183	7,348	8,531	0.35%
German	1,199	9,624	10,823	0.35%

Within one-half mile of fixed route service, the majority (81%) of the LEP population is the Spanish speaking population; this is the only language group to exceed 5percent of the LEP population. The Spanish LEP population consists of 275,370 persons within the service area. Chinese and Vietnamese followed with 2.65percent and 2.76percent respectively, both were approximately 9,000 persons. There are 4,908 Arabic speaking LEP persons or 1.44percent of the LEP population. The fifth largest LEP population is Tagalog consisting of 4,114 people, or 1.21% of the LEP population within the service area.

Figure 4 shows a map depicting the concentrations of population speaking English Less than Very Well throughout the service area. Most areas throughout the region are mixed, though there are a few pockets of Census blocks that have concentrations of persons with limited English proficiency.

Figure 4: Population Speaking English “Less than Very Well”



3.0 FREQUENCY OF CONTACT WITH LIMITED ENGLISH PROFICIENT POPULATION (FACTOR 2)

The first step of the four-factor LEP needs assessment revealed that the largest language group was overwhelmingly Spanish; followed by Chinese, Vietnamese, Arabic, and Tagalog. Factor 2 is intended to assess the frequency with which LEP persons interact with Valley Metro programs, activities, or services. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Person” (USDOT 2005) advises that:

Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed (emphasis added). The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.

The frequency of use was evaluated by assessing current resources, available data, and a short survey of transit employees.

3.1 Evaluation Methods and Data Sources

In an effort to determine the frequency that LEP persons interact with the agency, both quantitative and qualitative methods were used to analyze access to services. Anecdotal information regarding interactions with LEP persons, garnered through conversations with Valley Metro employees is also included in this section. More structured analysis is included using several sources of information:

- Transit Employee Survey
- Customer Service Interactive Voice Response (IVR) Call Log
- Transit Education Program
- Valley Metro Website Translation Data

Together these sources provide a picture of the interaction of LEP persons with programs, activities, or services provided by the agency.

3.2 Frequency of Contact Analyses

With about a quarter of the region speaking more than only English, Valley Metro recognizes the value of providing convenient and efficient information to transit riders. Understanding how often LEP persons are utilizing services will assist in serving customers better in the future with quality services, programs, and activities.

Transit Employee Survey

An employee survey was performed in an effort to determine how often those employees in contact with transit riders regularly encounter LEP persons. During late March and early April 2015, a voluntary survey of customer service and transit employees was conducted regarding the interaction with LEP persons and languages spoken. A copy of the survey instrument can be found as Appendix B. The Valley Metro Customer Service Representatives provide passenger assistance most commonly through email, but also via the phone. In addition, there are several Customer Service Representatives that are dedicated for fare sales, transit information, or are stationed at transit passenger facilities¹ to provide assistance to passengers. Employees surveyed were of one of the following locations:

- Customer Service Representatives (via Customer Assistance System, letter, phone, or email)
- Central Station Transit Center
- Ed Pastor Transit Center

¹ Facilities operated by the City of Phoenix or the City of Tempe

- Metrocenter Transit Center
- Sunnyslope Transit Center
- Tempe Transportation Center

In total 26 respondents provided information about their experiences. Approximately 70% of those surveyed were Customer Service Representatives employed at the Mobility and Customer Service Center.

When asked if representatives have had any requests for materials in another language, 31% responded yes they had encountered a request; see Figure 5. Of these, most interpretation or translation requests were for Spanish.

By cross-referencing the locations of respondents with responses that language assistance had been requested, only three locations had received requests: Central Station Transit Center (50% of requests), the Mobility and Customer Service Center (38% of requests), and Ed Pastor Transit Center (13% of requests).

Languages requested were predominately Spanish (55%) followed by French (18%). See Figure 6 for a full breakdown of the languages requested, including Japanese, Swahili, and Sa'ban.

Due to a low number of requests that had been received for materials in other languages the questions regarding frequency of requests shown in Table 6 were quite evenly spread.

Figure 5: Requests for Information or Materials in Another Language

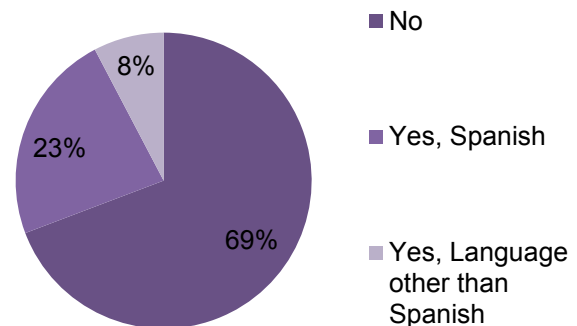


Figure 6: Chart of Requested Languages

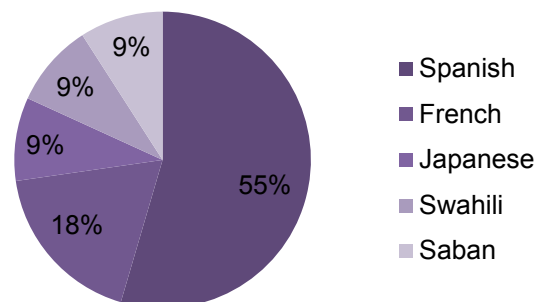


Table 6: Frequency of Requests Received

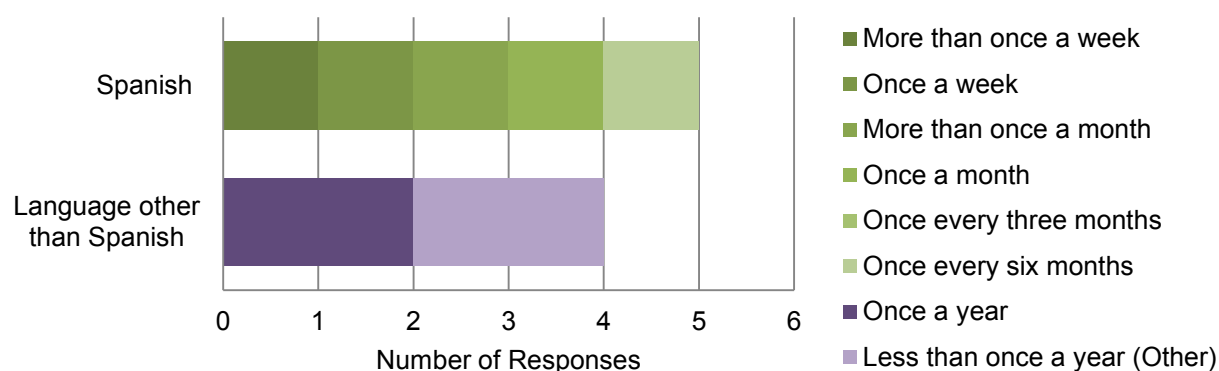
How often do you receive requests?	Number	Percentage
Once a week	1	11%
More than once a week	1	11%
Once a month	1	11%
More than once a month	1	11%
Once every six months	1	11%
Once a year	2	22%
Other	2	22%
TOTAL	9 ²	100%

Recognizing that 60% of language requests were for the Spanish language, the two write-in responses for “Other” provide some telling qualitative information. Those responses were:

- *“French-every six months, Swahili only once ever”*
- *“Once in 19 years” -for Japanese*

These responses were categorized appropriately and cross-referenced with the language requested. See Figure 7 for a comparison. Spanish was much more frequently requested than any other language. Additionally, languages other than Spanish were requested at a less frequent rate.

Figure 7: Language Requested by Frequency



This survey helped support that there are many languages encountered by transit professionals, yet Spanish is the most common and most frequent of those encountered.

Customer Service Interactive Voice Response (IVR) Call Log

The Customer Service Center updated the automated phone system mid-2014³ to establish the Interactive Voice Response (IVR) feature. With this expansion, the new

² One respondent provided two responses – the second being a write in under the “Other” response.

system is able to provide a log to which line callers have requested to be transferred. Available are six topic categories, each in English and Spanish for twelve options total. The topics available include:

- Americans with Disabilities Act (ADA)
- Customer Relations (CR)
- Light Rail
- Lost and Found
- Transit Information (TI)

This system allows Spanish-speaking callers to be automatically transferred to a bilingual representative reducing the time it takes to be served in the preferred language. Beyond being more convenient and helpful, this system also is more efficient by reducing the likelihood callers may be redirected to a bilingual representative. Currently, 12 bilingual customer service representatives are employed by Valley Metro. The new phone system prioritizes selection of Spanish calls received. Acknowledging that this is a truncated data set, Table 7 below shows the distribution of calls by option selected, followed by the sum of calls by language.

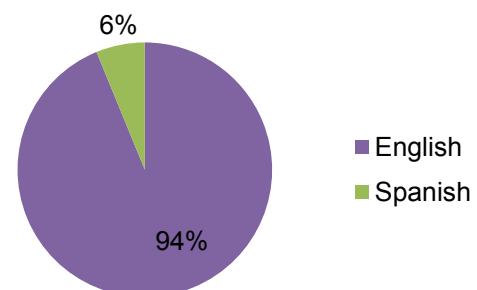
Table 7: Customer Service Call Log

	Total Calls	% of Total Calls
ADA-English	13,840	1.26%
ADA-Spanish	139	0.01%
CR-English	75,874	6.90%
CR-Spanish	371	0.03%
Light Rail-English	184	0.02%
Light Rail-Spanish	5	0.00%
Lost Found-English	5,073	0.46%
Lost Found-Spanish	22	0.00%
TI-English	936,408	85.16%
TI-Spanish	67,630	6.15%
English	1,031,379	93.8%
Spanish	68,167	6.2%
Total Calls	1,099,546	100.00%

Figure 8 shows a pie chart of the calls by language. Approximately 94% of calls were for English and 6% of calls were for Spanish. At the time of this report, 37 customer service representatives were currently on staff; of these, twelve are bilingual (32%).

When evaluating the customer service call logs, the bulk of calls received are through the

Figure 8: Customer Service Calls by Language



³ Data available July 2014 through April 2015



English phone lines with a small portion (6%) selecting a Spanish option.

Transit Education Program

Valley Metro has a Transit Education program that presents information to various groups to teach about public transit, benefits of transit, and how to use the system. Staff visit schools, present to new residents and refugee groups, and provide mobility training for senior citizens and persons with disabilities. Additionally, transit information and assistance is provided at community or special events including environmental fairs, transportation or vehicle days, career days, and more. This team also conducts general presentations by request to any group who wants to learn more about the transit system. For more-comprehensive training, monthly sessions are held at the Disability Empowerment Center and Glendale Adult Center.

Discussions with the program staff revealed some helpful anecdotal information. Typically, persons encountered spoke English fluently or well. The second most common language encountered was Spanish. Fifty percent of this team speaks Spanish and regularly provide information in Spanish.

Occasionally, presentations are made to various refugee groups. Due to the varied backgrounds of the participants, the hosting organizations generally provide necessary interpreters. Anecdotally, predominately Arabic and less often Burmese are the languages typically encountered during these presentations. However, it was noted that languages from around the world have been encountered through these group presentations.

Website Translation

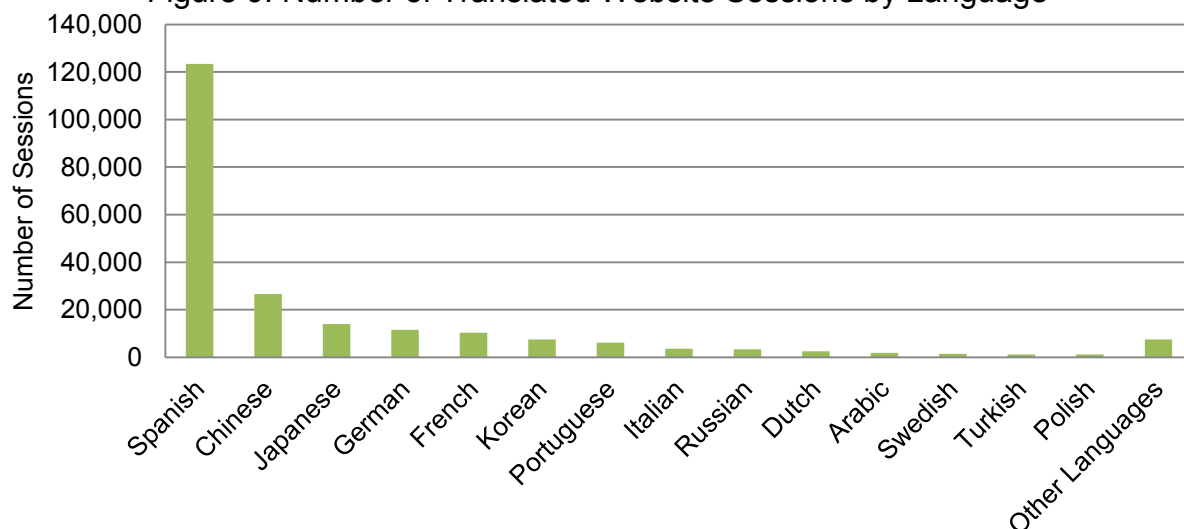
Apart from accessing information via transit employees whether by phone, email, in person or another method, many customers utilize the www.valleymetro.org website for information. The website is equipped with the Google Translate feature, which allows translation into 90 languages. Users have translated the Valley Metro website into 70 different languages using this feature. Approximately 99% of sessions were utilizing the default English setting. The remaining 1% was comprised of 69 other languages. Table 8 provides an itemization of the languages translated and the percentage of sessions. Note that only languages comprising at least 0.01% of total sessions are included below; a full table of entries is available in Appendix C.

Table 8: Website Sessions by Language⁴

Language	Number of Sessions	Percent of Total Sessions
Total	21,614,462 ⁵	100%
English	21,392,285	98.91%
Other Languages	222,177	1.03%
Language	Number of Sessions	Percent of Total Sessions
Spanish	123,377	0.57%
Chinese	26,684	0.12%
Japanese	13,950	0.06%
German	11,502	0.05%
French	10,316	0.05%
Korean	7,496	0.03%
Portuguese	6,225	0.03%
Italian	3,638	0.02%
Russian	3,303	0.02%
Dutch	2,576	0.01%
Arabic	1,822	0.01%
Swedish	1,483	0.01%
Turkish	1,221	0.01%
Polish	1,127	0.01%
Other Languages	7,457	0.03%

Once again, Spanish was overwhelmingly the most utilized language with the website translation service comprising 0.57% of sessions, followed by Chinese (0.12%), Japanese (0.06%), German (0.05%), and French (0.05%). See Figure 9 below for a chart of the number of translated sessions by language.

Figure 9: Number of Translated Website Sessions by Language



⁴ Valley Metro. (2015). Language [Data file]. Available from <http://www.google.com/analytics/ce/mws/>

⁵ There were 13,829 entries excluded from the analysis that did not have a valid ISO language code associated with the website visit; thus, entries were deemed invalid.

The website was translated to an additional 55 languages that each comprises less than 0.01% of the sessions; collectively these viewings attribute to 0.03% of all sessions. These languages include:

- | | | | |
|---------------|--------------|--------------|--------------|
| • Acoli | • Esperanto | • Javanese | • Romanian |
| • Afrikaans | • Estonian | • Kannada | • Serbian |
| • Albanian | • Filipino | • Kanuri | • Slovak |
| • Armenian | • Finnish | • Latvian | • Slovenian |
| • Aymara | • Galician | • Lithuanian | • Tagalog |
| • Azerbaijani | • Georgian | • Macedonian | • Telugu |
| • Bengali | • Greek | • Malay | • Thai |
| • Bosnian | • Gujarati | • Malay | • Tonga |
| • Breton | • Hebrew | • Malayalam | • Turkmen |
| • Bulgarian | • Hindi | • Marathi | • Ukrainian |
| • Catalan | • Hungarian | • Navajo | • Vietnamese |
| • Croatian | • Icelandic | • Norwegian | • Walloon |
| • Czech | • Indonesian | • Persian | • Welsh |
| • Danish | • Irish | • Pushto | |

Persons around the region utilize the website to gather information in languages from around the world using the Google Translate feature. The majority of translated sessions are for the Spanish language (0.57%).

Furthermore, many documents uploaded to Valley Metro's website are translated into Spanish since they are disseminated as paper materials to the public. Individuals may utilize these documents without translating the website into Spanish, but rather use the Google Translate feature. Some of these documents include project updates, route maps and schedules, instructions and applications for a Reduced Fair ID, service change information, policies, brochures, and forms.

Conclusion

The Factor 2 analysis revealed that there is regular contact between the LEP population and Valley Metro personnel. The Transit Employee Survey conducted revealed that 31% of all respondents had encountered an LEP person; of those who had encountered a request for assistance in another language, 55% of requests were for Spanish. The Customer Service Call Log, though limited, showed that a mere 6% of customers utilized one of the six Spanish options. Information from the Transit Education team qualitatively identified Spanish as the main language group, while there were also occasional encounters with Arabic-speaking populations. Finally, translation data from the Valley Metro website indicated 1.03% of sessions were translated; approximately half of which were translated to Spanish. The website was translated to 70 different languages. Overall, there is broad diversity within the Phoenix region that accesses regional transit services, however; these are predominately English and Spanish speaking individuals.

4.0 NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY OR SERVICE PROVIDED (FACTOR 3)

The third step in the four-factor LEP needs assessment is an evaluation of the importance of Valley Metro services to persons with limited English proficiency. The first component of the Factor 3 analysis is to identify critical services. Next, input received from community organizations was used to identify ways to improve these services for LEP populations. The U.S. Department of Transportation (USDOT) "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (USDOT 2005) advises that:

The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual . . . providing public transportation access to LEP persons is crucial. An LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.

With assistance from Valley Metro's Community Relations and Marketing departments, a list of services provided was prepared and prioritized. The input from community organizations and LEP persons were incorporated to ensure views of the importance of services provided are adequately prioritized.

4.1 Services Provided

In cooperation with Valley Metro's Communications and Operations departments, services currently provided to LEP persons were queried. Typically, materials in both English and Spanish are available on both bus and light rail services. Below is a list of available materials and services in Spanish that includes next bus and light rail specific services:

- Press Releases
- Public materials; including, but not limited to:
 - Route Scout (announcements on buses and light rail)
 - Ride Guide and Destinations Guide
 - Service changes materials

- Transit book
- Website
- Project updates
- Title VI forms
- Large special events materials (e.g. Super Bowl public materials)
- Direct mailers or door hangers for targeted outreach
- Ticket vending machines (Spanish and Braille)
- Bilingual customer service staff
- Email List Serv Messages
- Bus specific services:
 - Car cards (on-board advertisements)
 - Bus signs (i.e. priority seating, caution signs, entry/exit, etc.)
 - Variable message sign that displays announcements on buses
- Light Rail specific services:
 - LRT vehicle signage including priority seating, manners, and other train information
 - VMS Announcements on vehicles and at stations
 - System maps and auxiliary information
 - Operator call boxes on trains
 - Emergency call box at stations
 - Safe place notices

Critical Services

Public transit is a key means of mobility for persons with limited English proficiency. Of those services identified above, a subset of critical services was prioritized to ensure that those services imperative to utilize Valley Metro public transportation options are available to all users.

Basic trip information is available both printed and electronically in Spanish, including service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities. Also available in Spanish is information regarding how to utilize transit, manners, priority seating, caution signs, and exit locations on vehicles. Ticket vending is available in both Spanish and Braille. Emergency notification measures are also translated, including audio VMS⁶ Announcements on vehicles (bus and rail), operator call boxes, emergency call boxes, and Safe Place notices.

⁶ Variable message signs
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Bilingual customer service representatives are available during regular call center hours. Representatives use the same procedures for comments and note that the inquiry was in Spanish so that a bilingual representative is assigned in any follow-up response if needed. Outside of customer service hours, the website is available for translation to most languages at any time. For public meetings and hearings, a Spanish translator is usually available; additional translators are available upon request or appropriate context. Typically, additional translation services requested are provided for American Sign Language through an on-call contract.

Community Outreach

Valley Metro conducted interviews with six community organizations that encounter various LEP populations. The organizations interviewed range from cultural adult centers to refugee services organizations.

Key findings from outreach effort:

- Public transportation is the main form of transportation to access jobs, medical appointments, social services, grocery shopping and school.
- Many of the organizations provide an orientation to transportation services and also provide free transit passes for employment searches.
- Two primary challenges with the public transportation system were voiced, which related to route location and schedule.
 - The schedule does not accommodate early morning or late night shifts.
 - The transit system does not travel to all locations, especially those on the outer reaches of the Phoenix metropolitan region.

Community Organizations Interviews

To garner insight on the use and role of Valley Metro services to the LEP populations within the Phoenix Metropolitan region, six community organizations were interviewed:

- Catholic Charities
- Friendly House
- Refugee Focus
- Arizona Immigration Refugee Services (AIRS)
- Chinese Senior Center
- Hope VI

Organizations were identified to ensure that a wide variety of cultural and language groups were reached over large service areas. These organizations indicated that they serve populations speaking a broad range of languages, including Spanish, Arabic, Somali, Chinese, Burmese and French.

Participating agencies were asked a series of questions from the FTA handbook “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (FTA 2007b). Organizations interviewed expressed needs of LEP populations regarding language assistance including:

- **System Map Information:** LEP populations have expressed a difficulty in understanding and familiarizing themselves with system maps.
- **On-Board Messaging:** LEP populations have expressed hardship in reading and understanding on-board signage/message boards as well as driver instructions.
- **Transit Service Information:** LEP populations have expressed the desire for information, such as how to ride and fare payment information, be communicated in an understandable format. Symbols could be used to communicate messages to a wider audience. Also, offering orientation to these populations, through their respective agencies, would familiarize them with the transit system.

5.0 CURRENT RESOURCES AVAILABLE AND THE COSTS TO PROVIDE LANGUAGE ASSISTANCE SERVICES (FACTOR 4)

The final step of the four-factor LEP analysis is an evaluation of the current and projected financial and personnel resources available to meet the current and future needs for language assistance. The first component of the Factor 4 analysis was to identify current language assistance measures and associated costs. The next step was to determine what additional services may be needed to provide meaningful access. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (USDOT 2005) advises that:

A recipient’s level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, ‘reasonable steps’ may cease to be reasonable where the costs imposed substantially exceed the benefits.

Valley Metro has a strong commitment to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available. Valley Metro currently does not break down all cost expenditures related to providing language assistance. Valley Metro will evaluate how to consolidate its language assistance measures to deliver the most cost-effective services.

5.1 Current Measures and Costs

Costs incurred by Valley Metro for the language assistance measures currently being provided include:

- Translation of materials
- Printing, advertising, or other marketing costs
- Interpretation services
- Staff costs associated with Title VI efforts in adhering to language assistance measures

Typically, an amount is embedded into the project costs by activity (logged under printing or other direct expenses) for translation and production of any materials. Agency wide there is a standing on-call contract for any interpretation needs. Any production costs are included in printing and public meetings budgets. Furthermore, there are bilingual employees that provide intermittent language assistance needs as part of their other duties. Specifically, the Public Relations team has two employees (33% of the department staff) that are bilingual. These employees may be assigned to prepare press releases or media events with Spanish-speaking publications in addition to their typical duties. These soft costs are not tracked, though most of the formal interpretation services are contracted.

Interpreters are contracted for public meetings or hearings to ensure that any language assistance needs are met so that public relations staff can focus on facilitating the event. All hearings are staffed with interpreters while public meetings are staffed depending on the anticipated number of persons reached and upon request. Valley Metro's current contract for interpreters at public meetings allow for approximately \$200 per meeting. Annually \$5,000-\$6,000 is spent for interpreters to staff meetings and public hearings for various projects and efforts. In addition, \$800-\$1,200 is spent annually for sign language interpreters at requested meetings and public hearings. Costs for translating and producing materials like meeting notices, display boards, news releases, and project update sheets are also budgeted annually; approximately \$14,000 - \$15,000. In total, approximately \$20,000 - \$25,000 is contracted out directly in support of language assistance services for interpreters, translation, and materials dependent on the projects and programs implemented each year.

Additional soft costs include other staff time utilized on an ad hoc or regular basis to provide translation or interpretive services. Over thirty percent of Public Relations and Customer Service Representatives are bilingual, servicing Spanish-speaking customers as well as English-speaking customers. Being bilingual is a preferred qualification when hiring customer service staff though not required. There are also bilingual employees

that may assist on an informal, ad hoc basis to communicate with LEPs in other departments.

5.2 Cost-effective Practices

Valley Metro will continue to evaluate ways to improve the cost-effectiveness and the quality of its language services. Additional strategies for saving costs or improving quality may include developing internal and external language services, with the opportunity to coordinate across multiple agencies in the region. Current measures practiced to ensure services are cost effective include:

- bilingual staff trained to act as interpreters and translators
- shared customer service center and other information for combined translation and interpretation resources
- some standardized common documents with transit and other public agencies
- translated vital documents currently posted on <valleymetro.org>

Strategies for consolidating the regional language assistance measures to achieve efficiencies may include:

- creating a one-stop LEP information center for Valley Metro employees
- surveying Valley Metro staff to determine any additional existing multilingual resources
- conducting outreach to various community organizations to secure volunteers for translation and interpretation services that are currently contracted or completed in-house
- consolidating contract services for oral and written translation to secure the most cost-effective rates

Valley Metro continues to use qualified translators and interpreters to uphold the quality of language assistance measures. Valley Metro strives to provide basic informational training for volunteer staff on its language assistance measures.

5.3 Additional Services and Budget Analysis

Valley Metro is committed to reducing the barriers encountered by LEP persons in accessing its services to the extent funding is available. While Valley Metro currently does break down contracted cost expenditures related to providing language assistance, expenditures of efforts for translation and interpretation completed in-house are less well documented. As part of the Language Assistance Plan, Valley Metro will better monitor efforts in the future. Valley Metro will further evaluate how to consolidate its language assistance measures to deliver the most cost-effective services.

The information received from community organizations provided some insight on additional services that may ease access for LEP persons to regional transit services.

The summary above portrays more insight of the interviews conducted. Services requested were centered on service expansions that included increased frequencies and later services at night. However, these would be greater improvements for consideration and prioritization of the system rather than specific services for LEP persons. Therefore, they were excluded here and assigned to the general public process for service requests.

Other requests included using more symbols to depict messaging and system routes. Audio messaging is also shown using VMS⁷ that could potentially show messaging in another language as well. The light rail system VMS currently shows messages in English and Spanish. Bus messaging is typically location data and in close proximity depending on stop locations. The feasibility and helpfulness of VMS translation should be evaluated.

As applicable, through the annual budget process, additional services requested or identified may be considered for implementation. In 2015, Valley Metro has shifted to a zero based budget that is approved by two appointed boards: Valley Metro Rail Board and the Valley Metro Regional Public Transportation Authority Board of Directors. Year by year the budget is developed as appropriate to the unique needs and demands of the agency at that point in time.

5.4 Projected Costs

Requests for added services include expanded symbols to understand how to use transit services, on-board messaging, and system map information. With a commitment to providing reasonable language assistance measures, Valley Metro will assess current symbolism used on vehicles, at station locations, and elsewhere to determine the sort of improvements that could be made so that the system is more easily understood visually. With expanded symbolism, it is expected that the need for enhancing the on-board messaging and system map information may be reduced. Furthermore, these could be incorporated into the regular updates of this information and signage. Biannually in coordination with the service changes, updated system maps are produced.

Other improvements would be considered after analyzing the staff costs, third party contract costs, and costs related to volunteer or community organization coordination. These would be evaluated in comparison with anticipated benefits to the LEP population. Other considerations may include operational issues and implementation time.

⁷ LINK stations, light rail stations and vehicles are equipped with VMS announcements; most fixed route vehicles are also equipped with VMS capabilities

6.0 LANGUAGE ASSISTANCE MEASURES

Valley Metro is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency.

6.1 Current Language Assistance Measures

As discussed earlier in this Language Assistance Plan, Valley Metro currently provides both oral and written language assistance. Oral language assistance includes bilingual customer service representatives, speaking Spanish. Additionally, Spanish interpreters are available at public meetings; sign language and other language interpreters are available as requested. On vehicles and at stations, VMS announcements are also in Spanish.

Written Spanish language assistance includes signage, press releases, list serv messages, service change materials, Title VI complaint forms, policies, and procedures. Additional translation of some vital documents is provided, such as schedules, maps, ride and destination guides, route scouts, and more. Meeting notices and public input surveys at public meetings are translated. The website is equipped with the Google Translate feature, which allows translation into 90 languages (www.translate.google.com). Fare vending machines provide Spanish and Braille translations as well.

Notices to the public of language assistance measures are typically provided side-by-side an English version of the document. For example, Ride Guide documents are provided in both English and Spanish and are available together wherever disseminated. Where available, documents are commonly printed on both sides with an English version and a Spanish version on each side of the paper. When calling into the customer service line, the interactive voice response system will ask if Spanish is the preferred language automatically prior to being connected with a representative.

6.2 Staff Training

Specific policies and procedures for interacting with LEP persons are not formally adopted on a standalone basis. These policies and procedures are in essence those for all customers and have been embedded into multiple documents (including the Title VI Plan, trainings, instructions, etc.).

Using the customer service center as an example, Spanish calls are assigned directly to a Spanish-speaking representative through the phone system. In the customer assistance system a note is made that the customer speaks Spanish so that if the query is not able to be responded to immediately, any response is assigned to another

bilingual representative. This training is implanted into general customer assistance staff training to ensure cost effective practices and efficient use of training resources. Title VI of the Civil Rights Act of 1964 is distributed to new employees and where applicable, employees are expected to know how to file discrimination claims based on race, color, or national origin. Additionally, there are related trainings available including quarterly Civil Rights Workshops, training sessions for conducting complaint investigations according to federal guidelines and streamlining the complaint investigative process.

Training for employees who regularly encounter the public may also include:

- Type of language services available,
- How staff and/or LEP customers can obtain these services,
- How to respond to LEP callers,
- How to respond to correspondence from LEP customers,
- How to respond to LEP customers in person, and
- How to document LEP needs.

Valley Metro continues to consider opportunities to provide quality services for LEP persons throughout the service area.

6.3 Future Language Assistance Services

With the development of subsequent Language Assistance Plans, it is expected that through the monitoring, evaluation, and update process that additional services continue to be identified and considered for feasibility of implementation. Valley Metro strives to serve LEP populations adequately with an equal opportunity to use transportation options available. Section 7 provides more information about the monitoring and update process of this plan.

7.0 MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

Triennially Valley Metro will review, monitor, and update this LAP. Feedback from agency staff and community members will be accepted throughout the year at the email address: TitleVICoordinator@ValleyMetro.org. Additional community feedback may be elicited during the update process. Internal monitoring will be conducted using the template provided from the FTA handbook “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (FTA 2007b). Using this checklist periodically, stations, vehicles, customer service, community outreach, and public relations are monitored.

Using this information, changes may be made to the language assistance plan recognizing any cost implications and resources available. Depending on this evaluation, language assistance measures may be expanded, modified or eliminated based on their effectiveness.

As the transit service area is modified through service changes, the demographics served will be reviewed to ensure that those high concentrations of LEP persons are reflected accurately in an effort to provide language assistance measures to areas with expanded transit services.

Throughout the monitoring period, Valley Metro will continue to follow the recommendations and use the resources provided by Executive Order 13166, FTA Circular 4702.1B, the USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Person” (USDOT 2005), and the FTA handbook “Implementing the Department of Transportation’s Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (FTA 2007b). Valley Metro will be better able to apply the DOT LEP guidance’s four-factor framework and will continue to determine an appropriate mix of language assistance in the preparation of language assistance implementation plans.

APPENDIX A – FULL LIST OF LANGUAGES

ACS 2013 population by language and ability: cells shaded purple in this table meet either the 1,000 persons threshold or the 5% threshold of the total population of persons eligible to be served or likely encountered.

Language Category Group	Total Population	Percentage of Total LEP Population
All Languages Speaks English Less Than Very Well (LEP Population within Service Area)	331,981	-
Spanish	672,220	-
Spanish Speak English Very Well	403,157	-
Spanish Speak English Less Than Very Well	269,063	81.05%
French	8,757	-
French Speak English Very Well	7,023	-
French Speak English Less Than Very Well	1,734	0.52%
French Creole	402	-
French Creole Speak English Very Well	199	-
French Creole Speak English Less Than Very Well	203	0.06%
Italian	4,038	-
Italian Speak English Very Well	3,112	-
Italian Speak English Less Than Very Well	926	0.28%
Portuguese	2,374	-
Portuguese Speak English Very Well	1,840	-
Portuguese Speak English Less Than Very Well	534	0.16%
German	10,437	-
German Speak English Very Well	9,347	-
German Speak English Less Than Very Well	1,090	0.33%
Yiddish	230	-
Yiddish Speak English Very Well	223	-
Yiddish Speak English Less Than Very Well	7	0.00%
Other West Germanic	1,242	-
Other West Germanic Speak English Very Well	1,062	-
Other West Germanic Speak English Less Than Very Well	180	0.05%
Scandinavian	1,212	-
Scandinavian Speak English Very Well	1,100	-
Scandinavian Speak English Less Than Very Well	112	0.03%
Greek	1,518	-
Greek Speak English Very Well	1,163	-
Greek Speak English Less Than Very Well	355	0.11%
Russian	4,225	-
Russian Speak English Very Well	2,996	-
Russian Speak English Less Than Very Well	1,229	0.37%
Polish	3,034	-
Polish Speak English Very Well	2,389	-
Polish Speak English Less Than Very Well	645	0.19%

Serbo-Croatian	6,967	-
Serbo-Croatian Speak English Very Well	4,142	-
Serbo-Croatian Speak English Less Than Very Well	2,825	0.85%
Other Slavic	2,458	-
Other Slavic Speak English Very Well	1,721	-
Other Slavic Speak English Less Than Very Well	737	0.22%
Armenian	798	-
Armenian Speak English Very Well	660	-
Armenian Speak English Less Than Very Well	138	0.04%
Persian	4,439	-
Persian Speak English Very Well	2,731	-
Persian Speak English Less Than Very Well	1,708	0.51%
Gujarati	2,559	-
Gujarati Speak English Very Well	1,982	-
Gujarati Speak English Less Than Very Well	577	0.17%
Hindi	6,413	-
Hindi Speak English Very Well	5,620	-
Hindi Speak English Less Than Very Well	793	0.24%
Urdu	1,445	-
Urdu Speak English Very Well	1,086	-
Urdu Speak English Less Than Very Well	359	0.11%
Other Indic	5,834	-
Other Indic Speak English Very Well	3,960	-
Other Indic Speak English Less Than Very Well	1,874	0.56%
Other Indo European	5,459	-
Other Indo European Speak English Very Well	3,389	-
Other Indo European Speak English Less Than Very Well	2,070	0.62%
Chinese	16,907	-
Chinese Speak English Very Well	8,052	-
Chinese Speak English Less Than Very Well	8,855	2.67%
Japanese	3,682	-
Japanese Speak English Very Well	2,464	-
Japanese Speak English Less Than Very Well	1,218	0.37%
Korean	6,474	-
Korean Speak English Very Well	3,485	-
Korean Speak English Less Than Very Well	2,989	0.90%
Cambodian	1,126	-
Cambodian Speak English Very Well	577	-
Cambodian Speak English Less Than Very Well	549	0.17%
Hmong	8	-
Hmong Speak English Very Well	8	-
Hmong Speak English Less Than Very Well	-	0.00%
Thai	1,424	-
Thai Speak English Very Well	547	-
Thai Speak English Less Than Very Well	877	0.26%
Laotian	580	-
Laotian Speak English Very Well	266	-
Laotian Speak English Less Than Very Well	314	0.09%
Vietnamese	13,965	-



Vietnamese Speak English Very Well	5,125	-
Vietnamese Speak English Less Than Very Well	8,840	2.66%
Other Asian	10,615	-
Other Asian Speak English Very Well	7,085	-
Other Asian Speak English Less Than Very Well	3,530	1.06%
Tagalog	12,386	-
Tagalog Speak English Very Well	8,380	-
Tagalog Speak English Less Than Very Well	4,006	1.21%
Other Pacific Island	4,162	-
Other Pacific Island Speak English Very Well	2,899	-
Other Pacific Island Speak English Less Than Very Well	1,263	0.38%
Navajo	8,257	-
Navajo Speak English Very Well	7,078	-
Navajo Speak English Less Than Very Well	1,179	0.36%
Other Native North American	2,866	-
Other Native North American Speak English Very Well	2,504	-
Other Native North American Speak English Less Than Very Well	362	0.11%
Hungarian	856	-
Hungarian Speak English Very Well	611	-
Hungarian Speak English Less Than Very Well	245	0.07%
Arabic	12,259	-
Arabic Speak English Very Well	7,400	-
Arabic Speak English Less Than Very Well	4,859	1.46%
Hebrew	1,679	-
Hebrew Speak English Very Well	1,406	-
Hebrew Speak English Less Than Very Well	273	0.08%
African	7,284	-
African Speak English Very Well	4,016	-
African Speak English Less Than Very Well	3,268	0.98%
Other Languages	4,000	-
Other Languages Speak English Very Well	1,805	-
Other Languages Speak English Less Than Very Well	2,195	0.66%

APPENDIX B – TRANSIT EMPLOYEE INSTRUMENT



Language Assistance Program Survey 2015

***-denotes required question**

*Name: _____

*Email Address: _____

*1. Location

- Customer Service Representatives (electronic, phone, email)
- Central Station Transit Center
- Ed Pastor Transit Center
- Metrocenter Transit Center
- Sunnyslope Transit Center
- Tempe Transportation Center

*2. Have you had any requests for information or materials in other languages?

- Yes
- No

If yes, please complete the remainder of the survey.

If no, thank you for your participation.

3. What language(s) have been requested?

4. How often do you receive requests?

- More than once a week
- Once a week
- More than once a month
- Once a month
- Once every three months
- Once every six months
- Once a year
- Other:

APPENDIX C – WEBSITE SESSIONS BY LANGUAGE

Language	Number of Sessions	Percent of Total Sessions
Total	21,628,079 ⁸	100%
English	21,392,285	98.91%
Other Languages	222,177	1.03%
Language	Number of Sessions	Percent of Non-English Sessions
Spanish	123,377	0.57%
Chinese	26,684	0.12%
Japanese	13,950	0.06%
German	11,502	0.05%
French	10,316	0.05%
Korean	7,496	0.03%
Portuguese	6,225	0.03%
Italian	3,638	0.02%
Russian	3,303	0.02%
Dutch	2,576	0.01%
Arabic	1,822	0.01%
Swedish	1,483	0.01%
Turkish	1,221	0.01%
Polish	1,127	0.01%
Czech	839	0.00%
Norwegian	771	0.00%
Danish	726	0.00%
Vietnamese	670	0.00%
Hebrew	645	0.00%
Hungarian	645	0.00%
Finnish	531	0.00%
Thai	335	0.00%
Slovak	309	0.00%
Greek	293	0.00%
Romanian	232	0.00%
Indonesian	217	0.00%
Bulgarian	173	0.00%
Catalan	122	0.00%
Croatian	110	0.00%
Slovenian	101	0.00%
Persian	93	0.00%
Filipino	89	0.00%
Serbian	84	0.00%
Afrikaans	76	0.00%
Lithuanian	67	0.00%
Ukrainian	66	0.00%
Latvian	53	0.00%
Icelandic	31	0.00%

⁸ There were 13,829 entries included that did not have a valid ISO language code associated with the website visit; thus the sum of languages will fall short.

Estonian	24	0.00%
Marathi	16	0.00%
Kanuri	15	0.00%
Hindi	10	0.00%
Tagalog	10	0.00%
Azerbaijani	8	0.00%
Breton	8	0.00%
Malay	8	0.00%
Pushto	8	0.00%
Telugu	8	0.00%
Walloon	6	0.00%
Bengali	5	0.00%
Esperanto	5	0.00%
Macedonian	5	0.00%
Navajo	5	0.00%
Albanian	4	0.00%
Malay	4	0.00%
Acoli	3	0.00%
Georgian	3	0.00%
Kannada	3	0.00%
Tonga	3	0.00%
Armenian	2	0.00%
Bosnian	2	0.00%
Galician	2	0.00%
Gujarati	2	0.00%
Irish	2	0.00%
Javanese	2	0.00%
Malayalam	2	0.00%
Turkmen	2	0.00%
Aymara	1	0.00%
Welsh	1	0.00%



APPENDIX D – COMMUNITY ORGANIZATION INTERVIEWS

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Hope VI

Summary:

Q. What geographic area does your agency serve?

A. There are housing locations between 7th Avenue and 19th Avenue on Buckeye and at 16th Street and Van Buren.

Q. How many people does your agency provide services to?

A. Between 745-800 people.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It fluctuates.

Q. What are the countries of origin from which your population has immigrated?

A. Mexico, China, Somalia, Iraq, other Arab countries, Ukraine, other African countries.

Q. Does your population come from an urban or rural background?

A. Varies.

Q. What are the languages spoken by the population you serve?

A. Spanish, Chinese (Mandarin and Cantonese), Arabic, Somali

Q. What is the age and gender of your population?

A. The majority is female ranging from children to elderly.

Q. What is the education and literacy level of the population you serve?

A. High school diploma or less. Most read at a 5th or 6th grade level.

Q. What needs or expectations for public transportation services has this population expressed?

A. The majority use public transportation.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes. Most residents know how to use the system. Bus passes are provided for employment searches.

Q. What are the most frequently traveled destinations?

A. The most frequently traveled destinations include doctor's appointments and the grocery store.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes, it can be difficult to use the transportation system, especially Dial-A-Ride, for doctor's appointments.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. Yes. School-age children use public transportation to get to school, seniors use it during the daytime, and for those that work it depends on their shift.

Q. What is the best way to obtain input from the population?

A. Emails, community events, flyers.

Q. Who would the population trust most in delivering language appropriate messages?

A. Case workers, family members, English-speaking children.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Arizona Immigration Refugee Services (AIRS)

Summary:

Q. What geographic area does your agency serve?

A. The agency provides services across metropolitan Phoenix.

Q. How many people does your agency provide services to?

A. 180 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has slightly increased.

Q. What are the countries of origin from which your population has immigrated?

A. Iraq, Burmese, Afghanistan, Somalia, Cuba, Congo.

Q. Does your population come from an urban or rural background?

A. It varies. The populations from Iraq and Afghanistan would have an urban background. Populations from other countries will a rural background.

Q. What are the languages spoken by the population you serve?

A. Arabic, Burmese, Spanish, French, Chin, Farsi, Somali.

Q. What is the age and gender of your population?

A. The agency serves males and females ranging from 4 months to 85 years old.

Q. What is the education and literacy level of the population you serve?

A. It varies. The average education level is early high school.

Q. What needs or expectations for public transportation services has this population expressed?

A. The population has expressed that there needs to be increased night time service as well as increased frequency of bus service. They have also expressed a safety concern with riding the bus. The population is also uncomfortable with using maps and cannot understand the signage on the bus or the bus drivers.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes. Some have training before they arrive while others learn about transportation services from their case worker.

Q. What are the most frequently traveled destinations?

A. Between home and the AIRS office or to their work location.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes. There is no service to north Scottsdale resorts or to the dairies on the west side.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. The likely users are young and male. Women tend to ride with family or in groups.

Q. What is the best way to obtain input from the population?

A. One on one contact, telephone.

Q. Who would the population trust most in delivering language appropriate messages?

A. Family members, other community members who have shared the same experiences.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Friendly House

Summary:

Q. What geographic area does your agency serve?

A. The agency provides services across Maricopa County, but mainly serves central and south Phoenix.

Q. How many people does your agency provide services to?

A. 15,000 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has decreased slightly.

Q. What are the countries of origin from which your population has immigrated?

A. Predominately Spanish-speaking countries as well as Middle East and African countries.

Q. Does your population come from an urban or rural background?

A. Urban.

Q. What are the languages spoken by the population you serve?

A. Spanish, Arabic, Burmese.

Q. What is the age and gender of your population?

A. The agency serves males and females age three to seniors.

Q. What is the education and literacy level of the population you serve?

A. No information available.

Q. What needs or expectations for public transportation services has this population expressed?

A. The population has expressed a need to get to social services.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. No information available.

Q. What are the most frequently traveled destinations?

A. No information available.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. No information available.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. Yes. Some utilize carpooling, local buses, or walking for travel.

Q. What is the best way to obtain input from the population?

A. One on one communication, surveys.

Q. Who would the population trust most in delivering language appropriate messages?

A. Case managers, teachers, and staff.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Chinese Senior Center

Summary:

Q. What geographic area does your agency serve?

A. Mainly about three miles around the senior center, but the center does have people come from around metro-Phoenix.

Q. How many people does your agency provide services to?

A. About 1000 members.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. Increased.

Q. What are the countries of origin from which your population has immigrated?

A. Southern Asia, China, and Taiwan.

Q. Does your population come from an urban or rural background?

A. Urban.

Q. What are the languages spoken by the population you serve?

A. Chinese/different dialects of Chinese.

Q. What is the age and gender of your population?

A. The age is over 60 and the center sees an equal mix of males and females.

Q. What is the education and literacy level of the population you serve?

A. The majority of the population is educated.

Q. What needs or expectations for public transportation services has this population expressed?

A. The population does not drive so they need public transportation services to get around.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes.

Q. What are the most frequently traveled destinations?

A. The most frequently traveled destinations are to the senior center and to home.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes, it is difficult to get to doctor's appointments.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. There is no difference.

Q. What is the best way to obtain input from the population?

A. The best way to obtain input is to use surveys or make announcements.

Q. Who would the population trust most in delivering language appropriate messages?

A. Staff at the senior center.

MEETING SUMMARY



Date: 5/29/15

Re: LAP Interview – Catholic Charities

Summary:

Q. What geographic area does your agency serve?

A. The agency serves central and northern Arizona. Refugee services are focused in Maricopa County.

Q. How many people does your agency provide services to?

A. The agency provides services to 5,000 - 10,000 people per year. The refugee program serves about 1,000 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has stayed the same.

Q. What are the countries of origin from which your population has immigrated?

A. It continually changes, but primarily the agency serves Arabic, Somali, and Spanish-speaking populations.

Q. Does your population come from an urban or rural background?

A. It is mixed. The population from Iraq has an urban background and the Somali population has a rural background.

Q. What are the languages spoken by the population you serve?

A. Spanish, Arabic, Somali, Swahili, and Burmese.

Q. What is the age and gender of your population?

A. There is a 55% male and 45% female ratio. The agency serves all ages.

Q. What is the education and literacy level of the population you serve?

A. It is mixed. The Iraqi and Cuban populations have a high school or college degree. The Somali population is less educated.

Q. What needs or expectations for public transportation services has this population expressed?

A. Public transportation is the main source of transportation for the refugee populations. One challenge is accommodating for light night shifts. It was suggested that if materials were to be translated into another language that it be Arabic.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes. The agency provides a bus and light rail orientation. It is the most popular program at the agency.

Q. What are the most frequently traveled destinations?

A. Most are traveling from the West Valley to the East Valley.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. No information available.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. No.

Q. What is the best way to obtain input from the population?

A. Community forums with professional interpreters.

Q. Who would the population trust most in delivering language appropriate messages?

A. Professionally trained interpreters.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Arizona Immigration Refugee Services (AIRS)

Summary:

Q. What geographic area does your agency serve?

A. The agency provides services across metropolitan Phoenix.

Q. How many people does your agency provide services to?

A. 180 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has slightly increased.

Q. What are the countries of origin from which your population has immigrated?

A. Iraq, Burmese, Afghanistan, Somalia, Cuba, Congo.

Q. Does your population come from an urban or rural background?

A. It varies. The populations from Iraq and Afghanistan would have an urban background. Populations from other countries will a rural background.

Q. What are the languages spoken by the population you serve?

A. Arabic, Burmese, Spanish, French, Chin, Farsi, Somali.

Q. What is the age and gender of your population?

A. The agency serves males and females ranging from 4 months to 85 years old.

Q. What is the education and literacy level of the population you serve?

A. It varies. The average education level is early high school.

Q. What needs or expectations for public transportation services has this population expressed?

A. The population has expressed that there needs to be increased night time service as well as increased frequency of bus service. They have also expressed a safety concern with riding the bus. The population is also uncomfortable with using maps and cannot understand the signage on the bus or the bus drivers.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes. Some have training before they arrive while others learn about transportation services from their case worker.

Q. What are the most frequently traveled destinations?

A. Between home and the AIRS office or to their work location.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes. There is no service to north Scottsdale resorts or to the dairies on the west side.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. The likely users are young and male. Women tend to ride with family or in groups.

Q. What is the best way to obtain input from the population?

A. One on one contact, telephone.

Q. Who would the population trust most in delivering language appropriate messages?

A. Family members, other community members who have shared the same experiences.

MEETING SUMMARY



Date: 5/27/15

Re: LAP Interview – Refugee Focus

Summary:

Q. What geographic area does your agency serve?

A. The agency provides service across metropolitan Phoenix.

Q. How many people does your agency provide services to?

A. 800 people per year.

Q. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

A. It has stayed the same.

Q. What are the countries of origin from which your population has immigrated?

A. Afghanistan, Bhutan, Burma (Burmese, Chin, Karen), Congo, Cuba, Columbia, Eritrea, Ethiopia, Iran, Iraq, Somalia, and Sudan.

Q. Does your population come from an urban or rural background?

A. Both.

Q. What are the languages spoken by the population you serve?

A. Amharic, Arabic, Assyrian, Burmese, Chaldean, Chin (Haka, Matu, Khumi, Muzo, and Falam), Dari, Dinka, Dzongkha (Bhutanese), Farsi, French, Hindi, Karen, Kibembe, Kinya-rwanda, Kirundi, Kiswahili, Kunama, Lingala, Nepali, Oromo, Pashto, Spanish, Somali, Thai, and Tigrinya.

Q. What is the age and gender of your population?

A. The agency serves males and females from zero to 96 years old.

Q. What is the education and literacy level of the population you serve?

A. It varies. Some refugees have some schooling while others are college educated.

Q. What needs or expectations for public transportation services has this population expressed?

A. Public transportation services are needed. Free bus passes are also given out by the agency.

Q. Has the population inquired about how to access public transportation or expressed a need for public transportation service?

A. Yes.

Q. What are the most frequently traveled destinations?

A. Work, medical appointments, social services, home, grocery store, school.

Q. Are there locations that the population has expressed difficulty accessing via the public transportation system?

A. Yes. There is no access to resorts in north Scottsdale or south to the casinos. Sometimes the closest bus stop is 20 minutes away. In addition, shifts do not match with the bus schedule. Also, there is difficulty accessing Mohave and 51st Avenue. Shifts at this employment location begin at 6 a.m. The current bus system limits accessibility to employers and can also create long commutes with workers trying to get there on time.

Q. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?

A. Yes. Some may attend school; others may work or stay at home.

Q. What is the best way to obtain input from the population?

A. From case workers.

Q. Who would the population trust most in delivering language appropriate messages?

A. Case managers, community leaders.



Attachment 3: Board and Commission Recruitment Plan



Board and Commission Recruitment Plan

9/30/15

- Once each year (preferable December or January) a message is placed in City Scope encouraging residents to apply for a spot on a City Board or Commission with information on how to apply. The message will include a statement that Chandler is an equal opportunity organization that welcomes all residents to apply and engage in their community.
- That same message will be posted on the Citizens' guide to Board and Commissions that is posted on the website.
- Alternate forms of applying for Boards and Commissions will be developed for those with disabilities who may not be able to access the City website.
- City routinely posts opportunities for Board and Commission openings through Social Media.
- Work with PIO's on a plan to highlight a "Board of the Month" discussing the role of the Board and its make-up. This could be posted in the newsroom, on the website, in our advertising, etc.
- Once each year, the City will place advertising in ethnic media publications to include the Informant, Asian Times, La Voz, etc.
- City will continue to recognize the efforts of its commission members through a celebratory reception every other year in the spring.
- City Clerk's office will occasionally have a table at events where the general public assembles to provide information on Boards and Commissions and to encourage residents to apply. These events could include Listening Tours, Mayor's Health Expo, cultural events, etc. This could also be staffed by Mayor and Council office staff.
- City staff will encourage residents to apply for commission vacancies at events like the Chamber Leadership Class, HOA and Traditional Academies and Teen Leadership Academy.

- Departments are encouraged to provide the public with information regarding Boards and Commissions at events they attend.
- City staff will share current board openings with the Human Relations Commission, and the Mayor's Committee on the Aging and Mayor's Committee for People with Disabilities.